PUBLIC SAFETY

DECEMBER 9, 2013

PRIORITY

INDICATORS
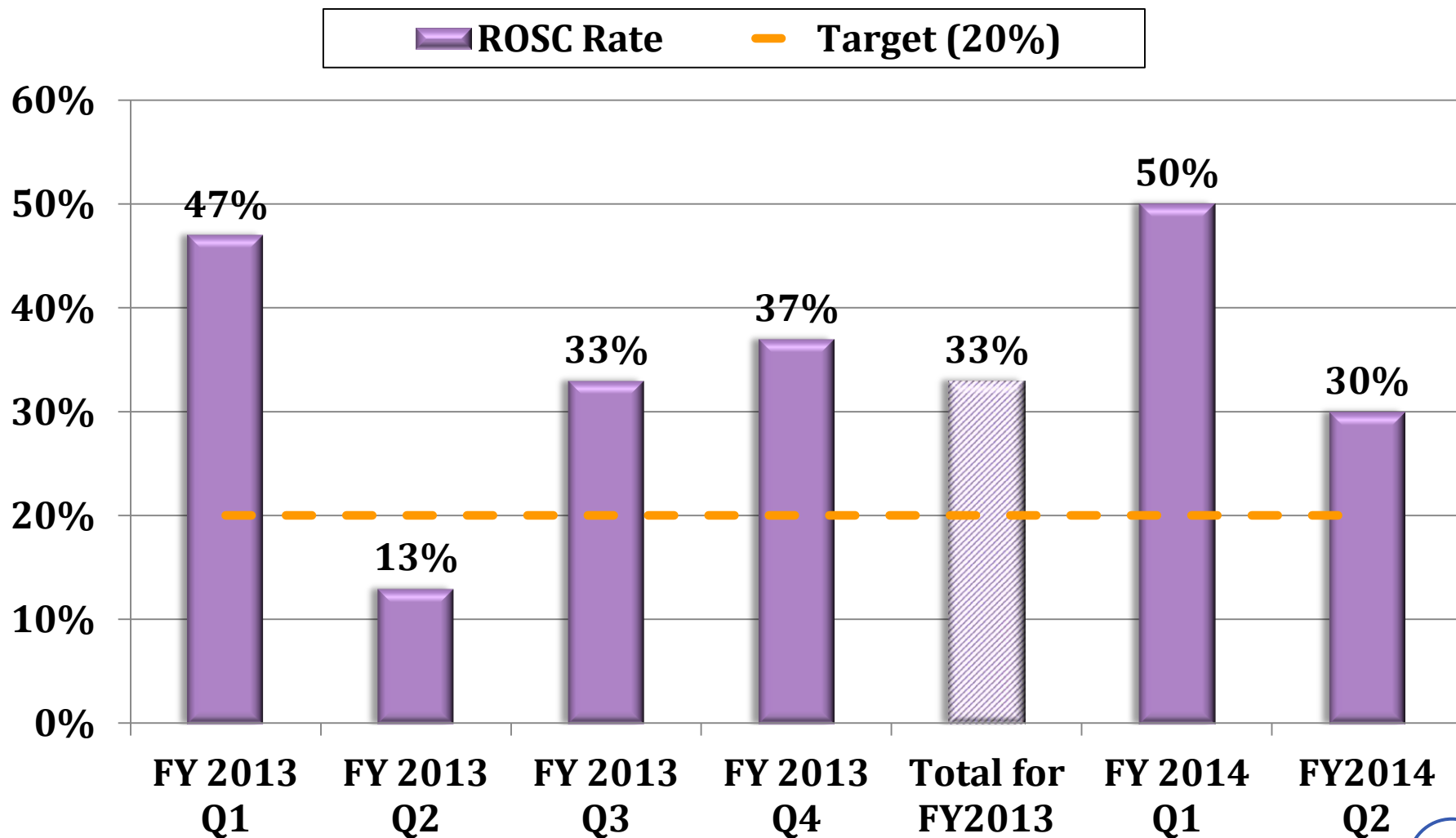
Improve emergency medical response times and patient outcomes

1. **Return of spontaneous circulation rate for cardiac arrests**
2. **Utstein survival rate**
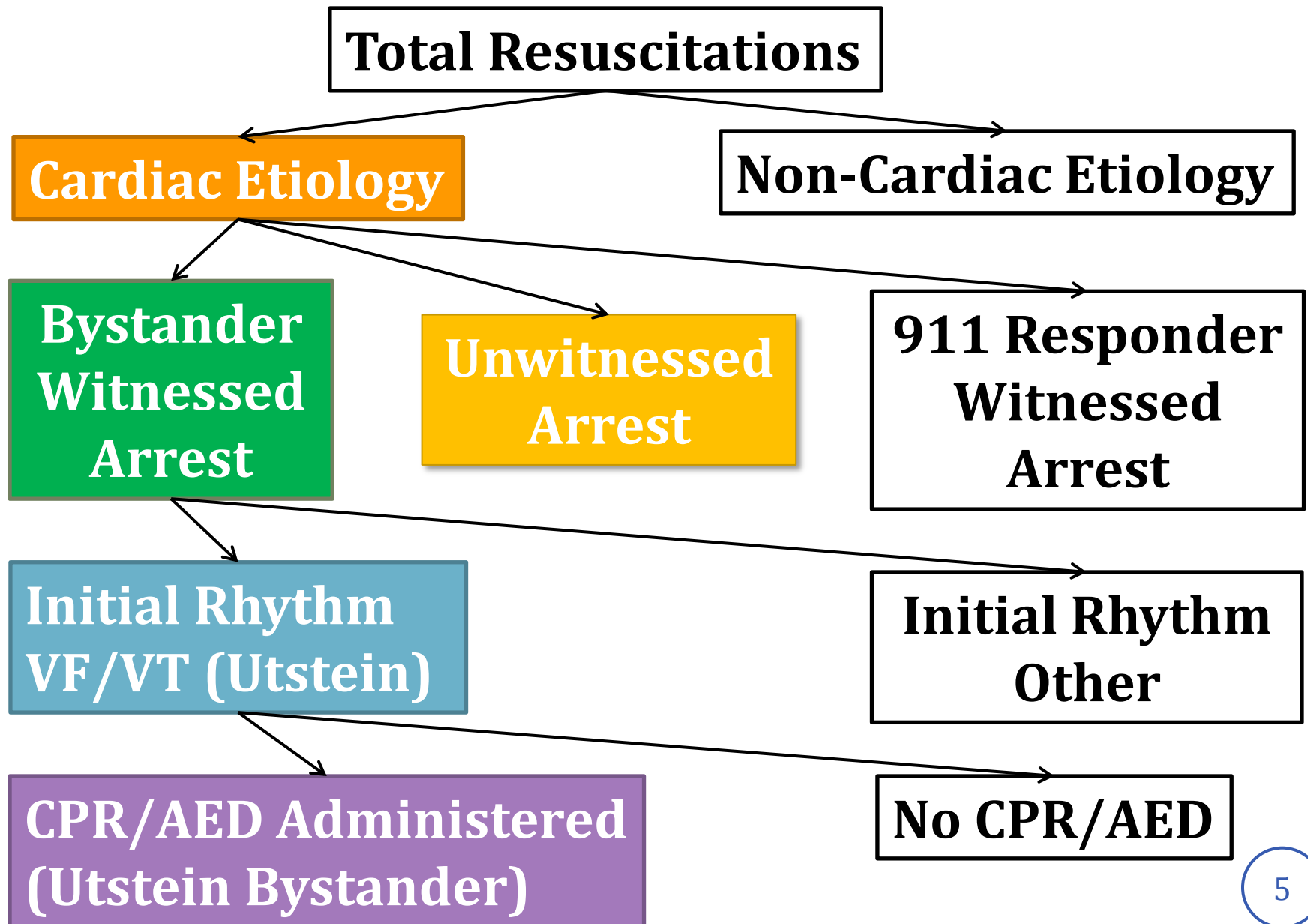3. **ALS and BLS response time for life threatening calls**

PATIENT OUTCOMES FROM EMS CARE: RETURN OF SPONTANEOUS CIRCULATION

Positive Trend: ✓

Legend: ROSC Rate | Target (20%)

- FY 2013 Q1: 47%
- FY 2013 Q2: 13%
- FY 2013 Q3: 33%
- FY 2013 Q4: 37%
- Total for FY2013: 33%
- FY 2014 Q1: 50%
- FY2014 Q2: 30%

Source: Office of the EMS Medical Director

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❖ **The Cardiac Arrest Registry to Enhance Survival (CARES) is a national database of cardiac arrest survival data**

❖ **KCMO is among about 50 cities that report data to CARES, and also can access the results**

❖ **Cardiac arrest data is broken down into defined categories:**

- Utstein arrests = **witnessed** and cardiac rhythm is **shockable/treatable** (vfib or vtach). This is a way of defining the patient group with the highest likelihood of survival.

- Utstein bystander = an Utstein arrest in which **CPR** or an **AED** was administered
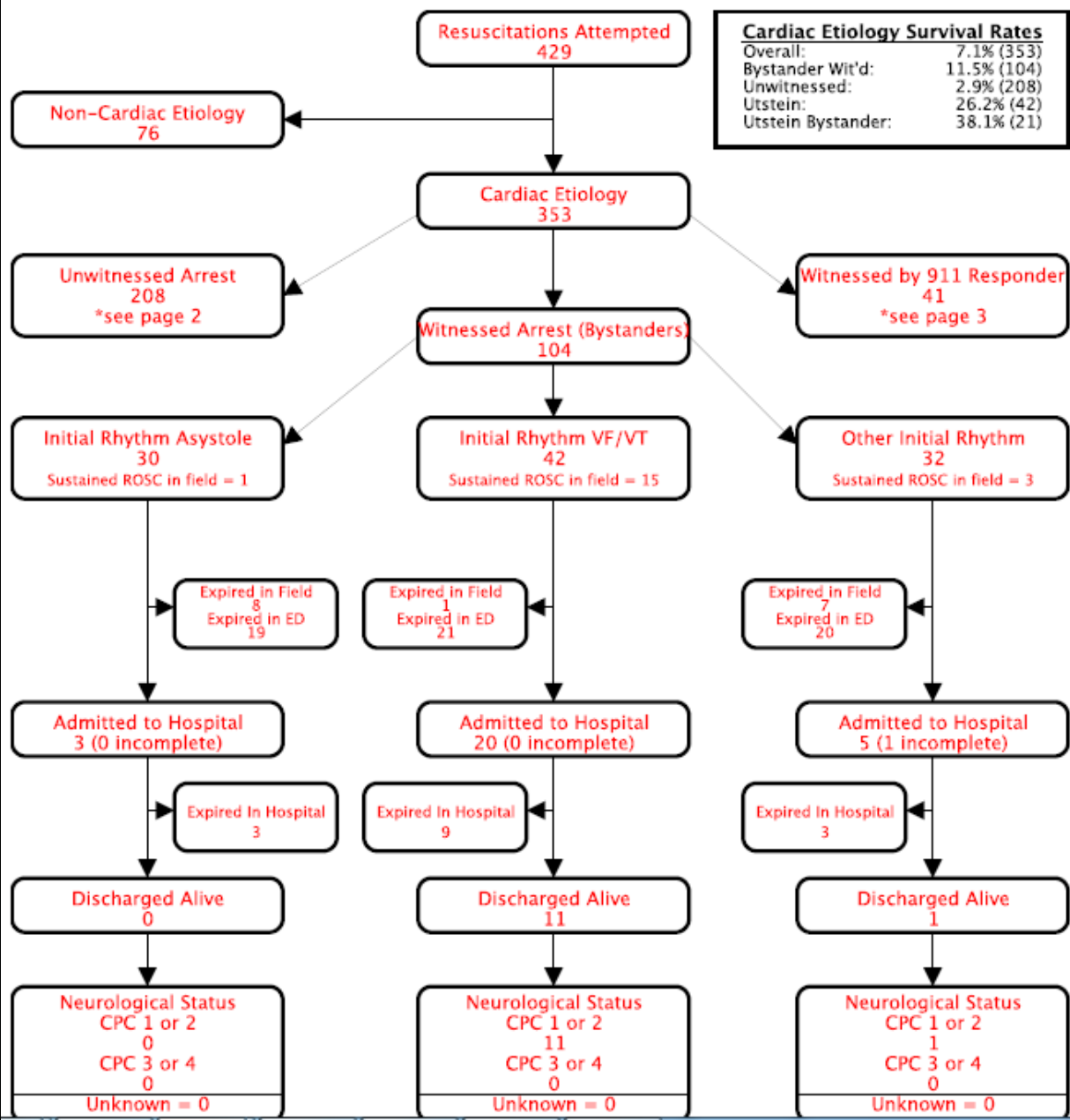
CARDIAC ARREST CATEGORIES

Total Resuscitations

Cardiac Etiology

Non-Cardiac Etiology

Bystander Witnessed Arrest

Unwitnessed Arrest

911 Responder Witnessed Arrest

Initial Rhythm VF/VT (Utstein)

Initial Rhythm Other

CPR/AED Administered (Utstein Bystander)

No CPR/AED

Utstein Survival Report
Kansas City Fire Department
Service Date: From 01/01/2013 Through 11/30/2013

Resuscitations Attempted
429

Cardiac Etiology Survival Rates
Overall: 7.1% (353)
Bystander Wit'd: 11.5% (104)
Unwitnessed: 2.9% (208)
Utstein: 26.2% (42)
Utstein Bystander: 38.1% (21)

Non-Cardiac Etiology
76

Cardiac Etiology
353

Unwitnessed Arrest
208
*see page 2

Witnessed Arrest (Bystanders)
104

Witnessed by 911 Responder
41
*see page 3

Initial Rhythm Asystole
30
Sustained ROSC in field = 1

Initial Rhythm VF/VT
42
Sustained ROSC in field = 15

Other Initial Rhythm
32
Sustained ROSC in field = 3

Expired in Field
8
Expired in ED
19

Expired in Field
1
Expired in ED
21

Expired in Field
7
Expired in ED
20

Admitted to Hospital
3 (0 incomplete)

Admitted to Hospital
20 (0 incomplete)

Admitted to Hospital
5 (1 incomplete)

Expired In Hospital
3

Expired In Hospital
9

Expired In Hospital
3

Discharged Alive
0

Discharged Alive
11

Discharged Alive
1

Neurological Status
CPC 1 or 2
0
CPC 3 or 4
0
Unknown = 0

Neurological Status
CPC 1 or 2
11
CPC 3 or 4
0
Unknown = 0

Neurological Status
CPC 1 or 2
1
CPC 3 or 4
0
Unknown = 0

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NUMBER OF CARDIAC ARRESTS BY CATEGORY

Watch Trend

Legend:
- Presumed Cardiac Etiology Arrests w/ Resuscitation Attempted
- Unwitnessed Arrests
- Bystander Witnessed Arrests
- Utstein Arrests
- Utstein Bystander Arrests

Source: Office of EMS Medical Director
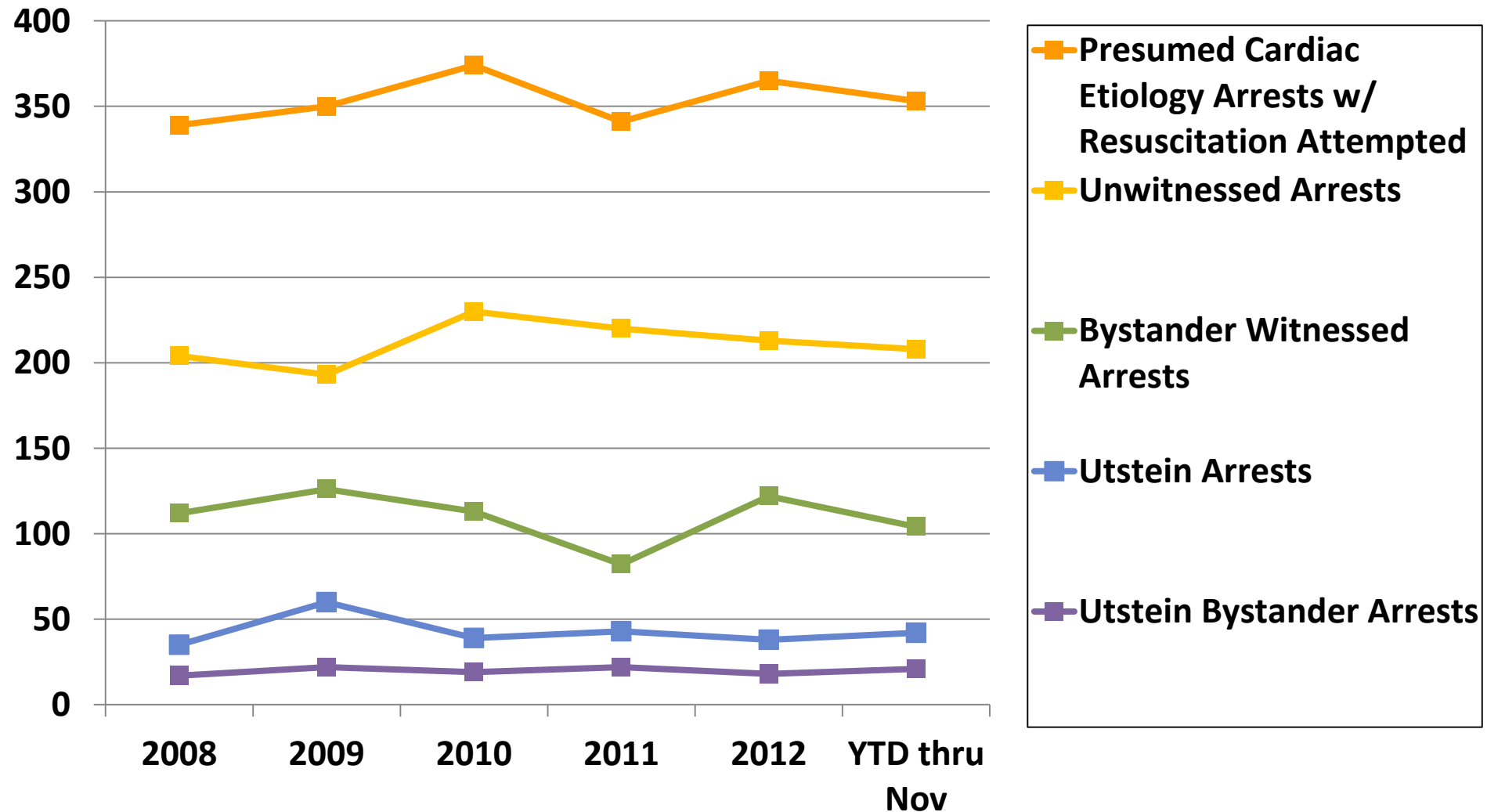
CARDIAC ARREST SURVIVABILITY BY CATEGORY

Positive Trend:

Legend:
- Utstein Bystander Survival Rate
- Utstein Survival Rate
- Bystander Witnessed Survival Rate
- Unwitnessed Survival Rate
- Cardiac Etiology w/ Resuscitation Survival Rate

Y-axis: 0% to 50%

X-axis: 2008, 2009, 2010, 2011, 2012, YTD thru Nov

End values: 38%, 26%, 14%, 7%, 3%

Source: Office of EMS Medical Director

8
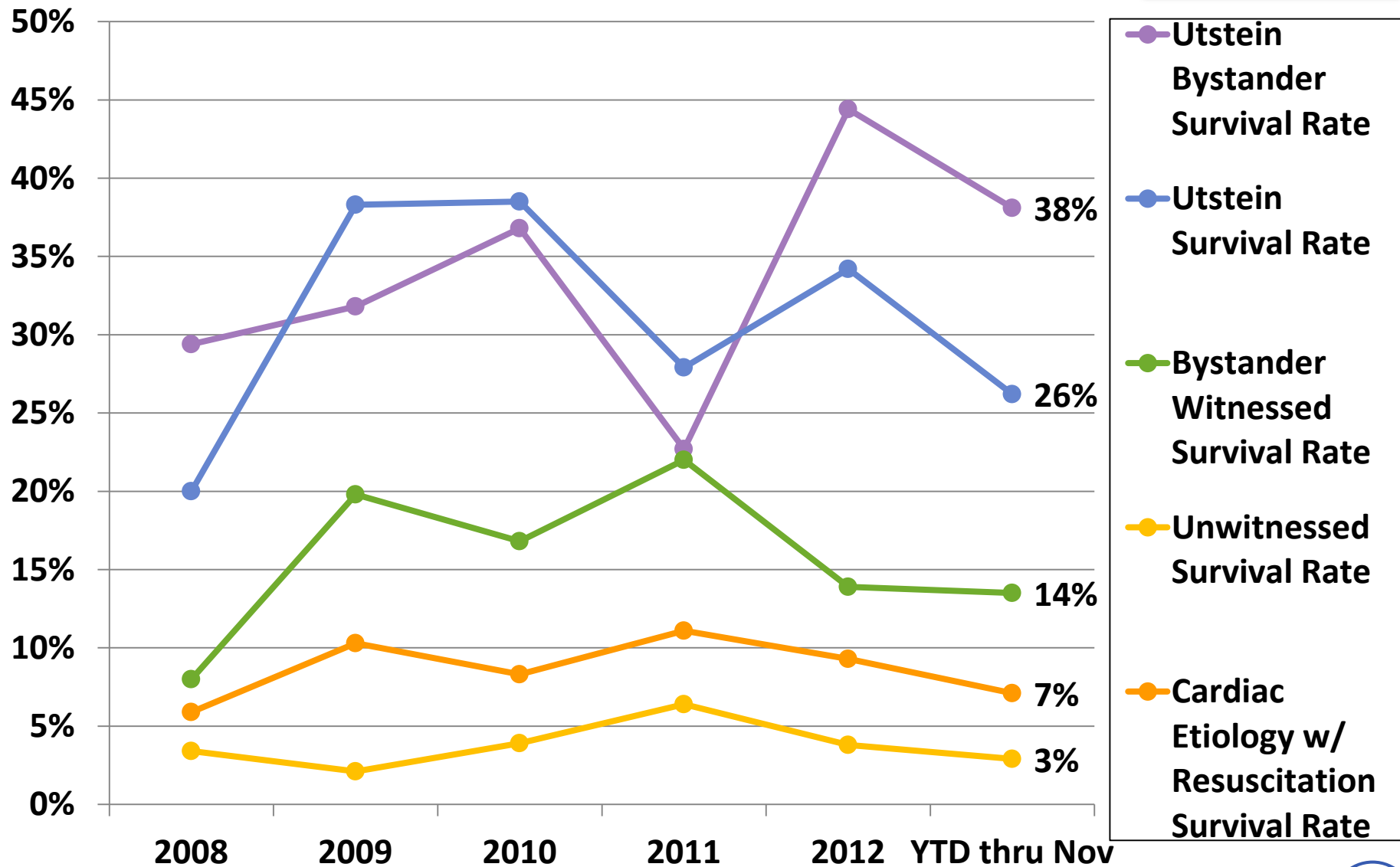
DEFIBRILLATOR REGISTRATION

❖ **Office of EMS Medical Director has streamlined registration for Public Access Defibrillation to ensure that AEDs are meeting all state and local requirements.**

❖ **Elements of registration include:**
  - Owner of AED and exact location
  - Letter of agreement from physician responsible for device
  - List of trained personnel
  - Algorithm used to activate
  - Maintenance record

DEFIBRILLATOR LOCATIONS ON OPEN DATA

https://data.kcmo.org/Emergency/AED-Registered-Location-Map/un9v-u595
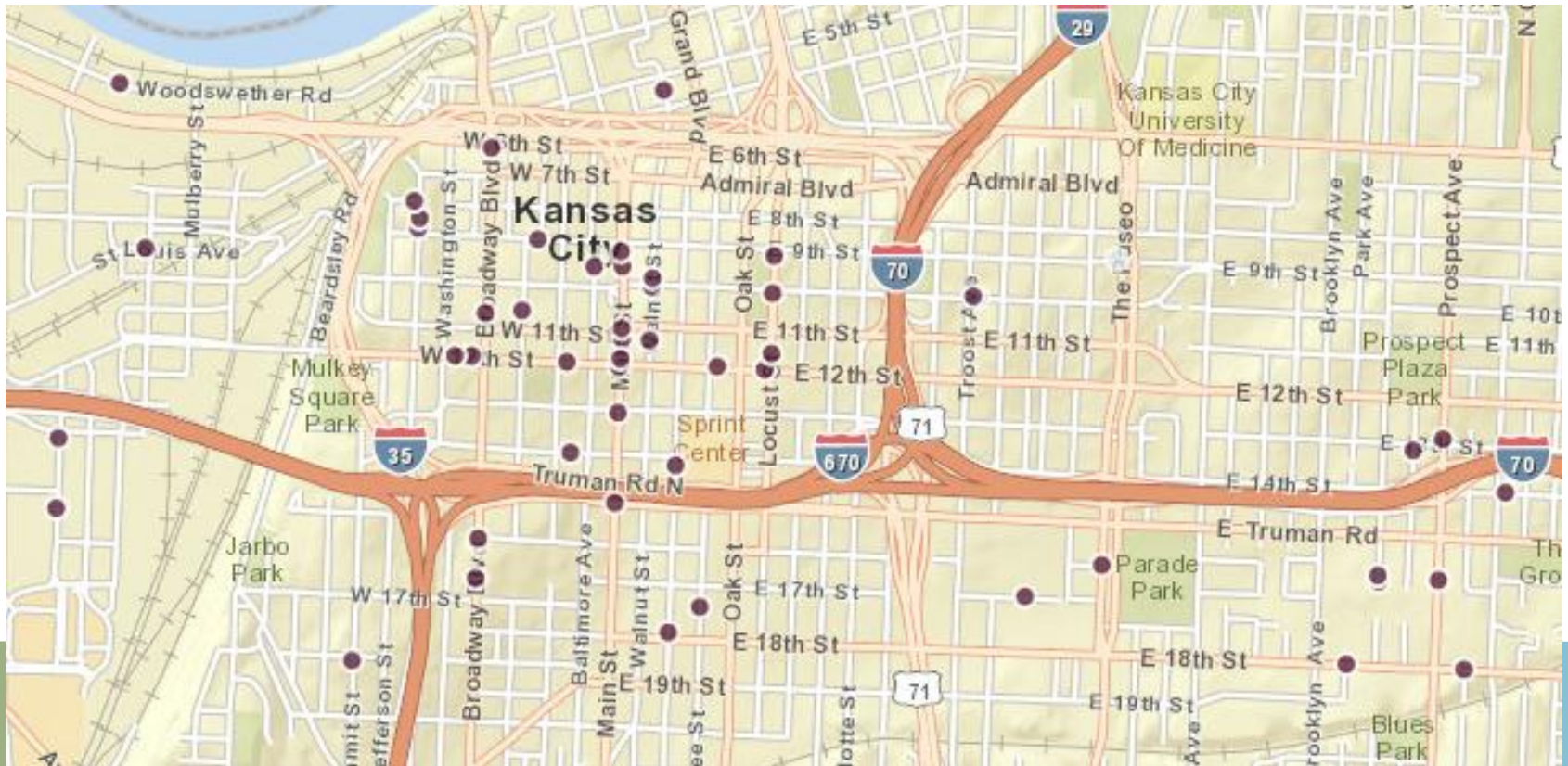
Data will be updated as registrations are updated

Source: data.kcmo.org

BYSTANDER TRAINING

- ❖ **KCFD is seeking a grant for equipment and video support to bring hands-only cardiac intervention training on a wide scale to our citizens**
  - ▪ Application is for Safety Net grant from the Healthcare Foundation of Greater Kansas City
  - ▪ Decision for grant will be released on December 11.
- ❖ **KCFD has delivered pilot training sessions of a hands-only cardiac arrest intervention in several areas of the City.**
  - ▪ These session do not result in additional expense to the City and have been very well received.
- ❖ **KCFD introduced the development of a regional initiative through the Heart of America Fire Chiefs**
  - ▪ Will create a regional platform that any Fire/EMS department can use, using existing successful initiatives such as KCKFD's Heart Safe Program
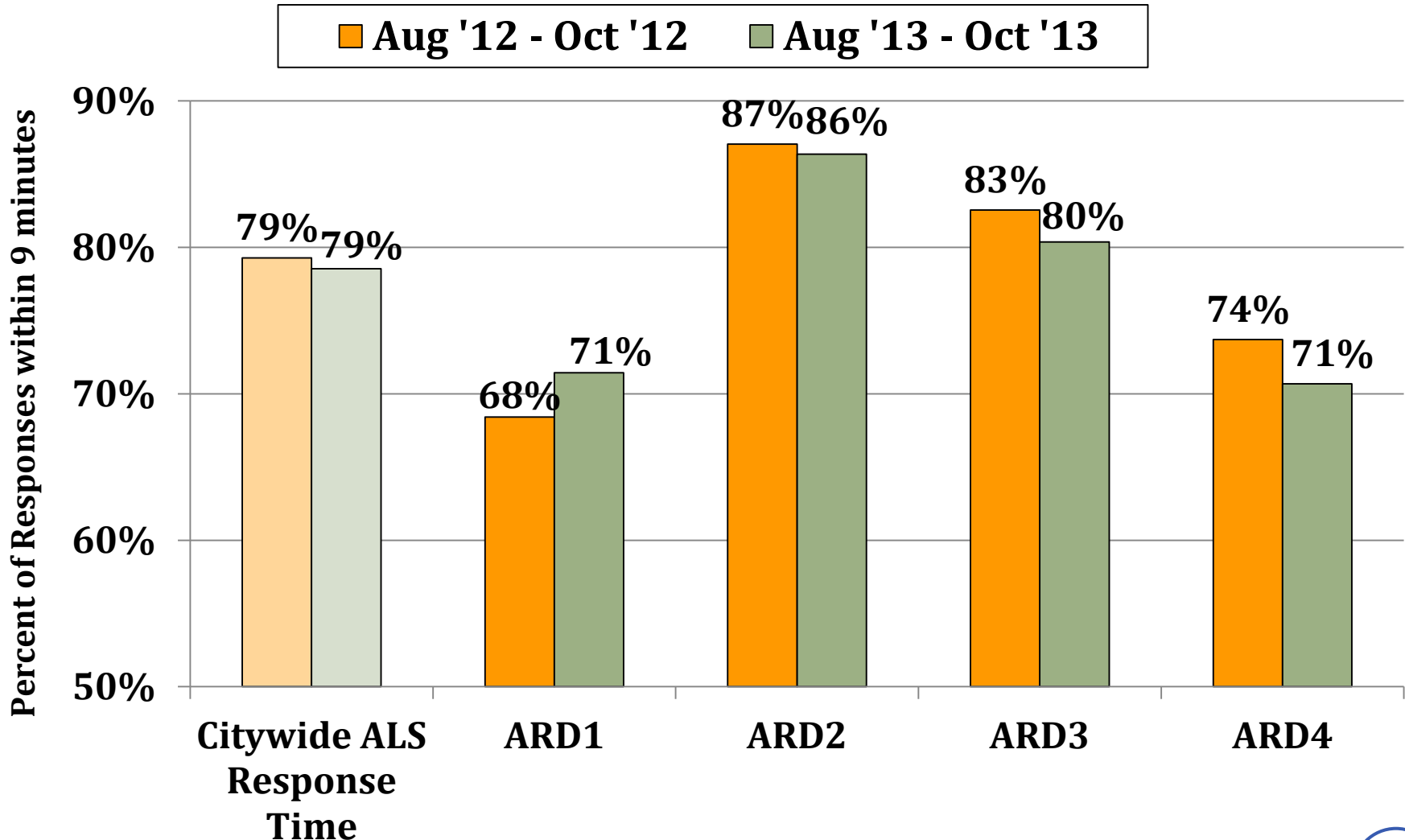
ADVANCED LIFE SUPPORT (ALS) RESPONSE COMPARED TO STANDARD

Source: KCFD
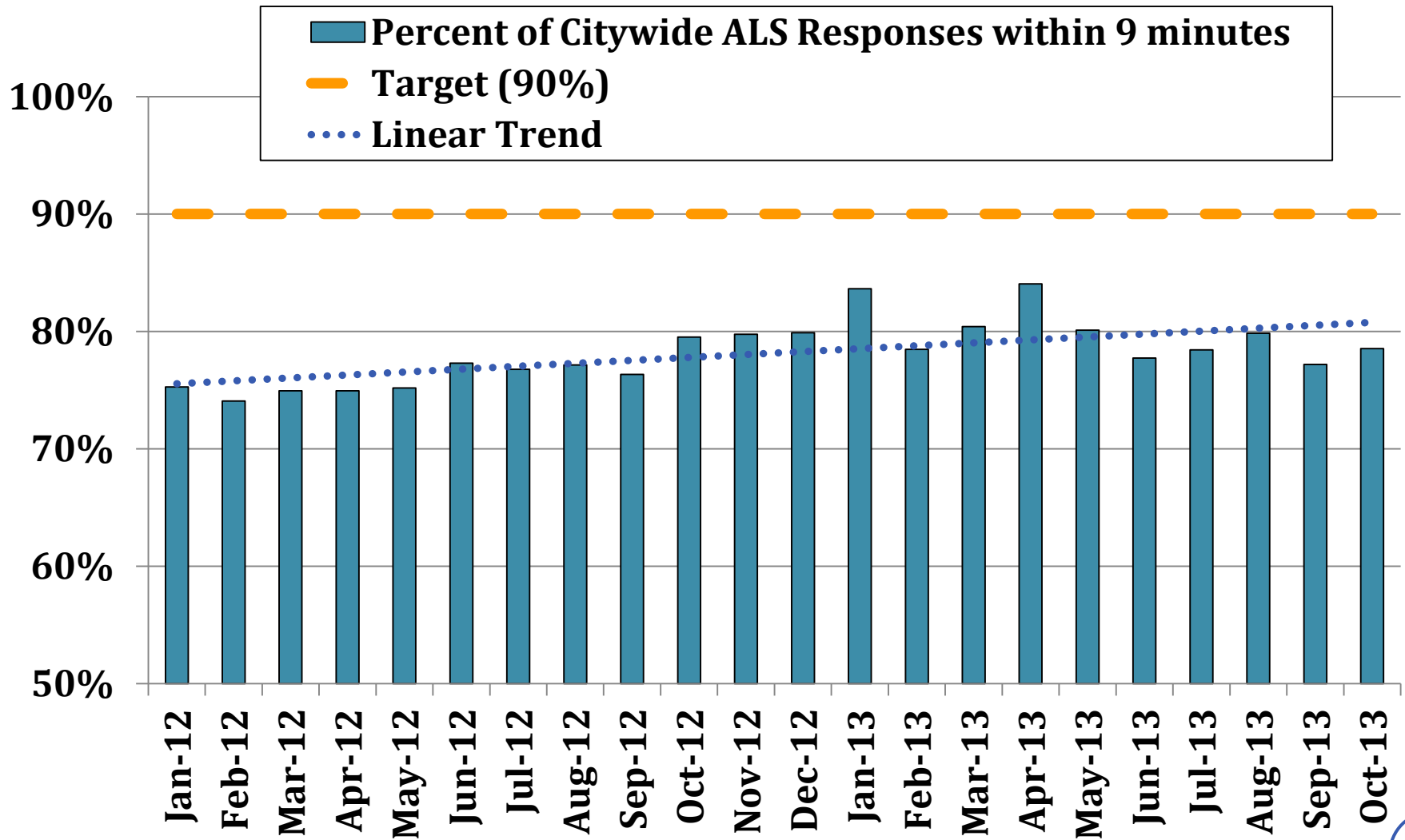
AMBULANCE RESPONSE DISTRICT BOUNDARIES
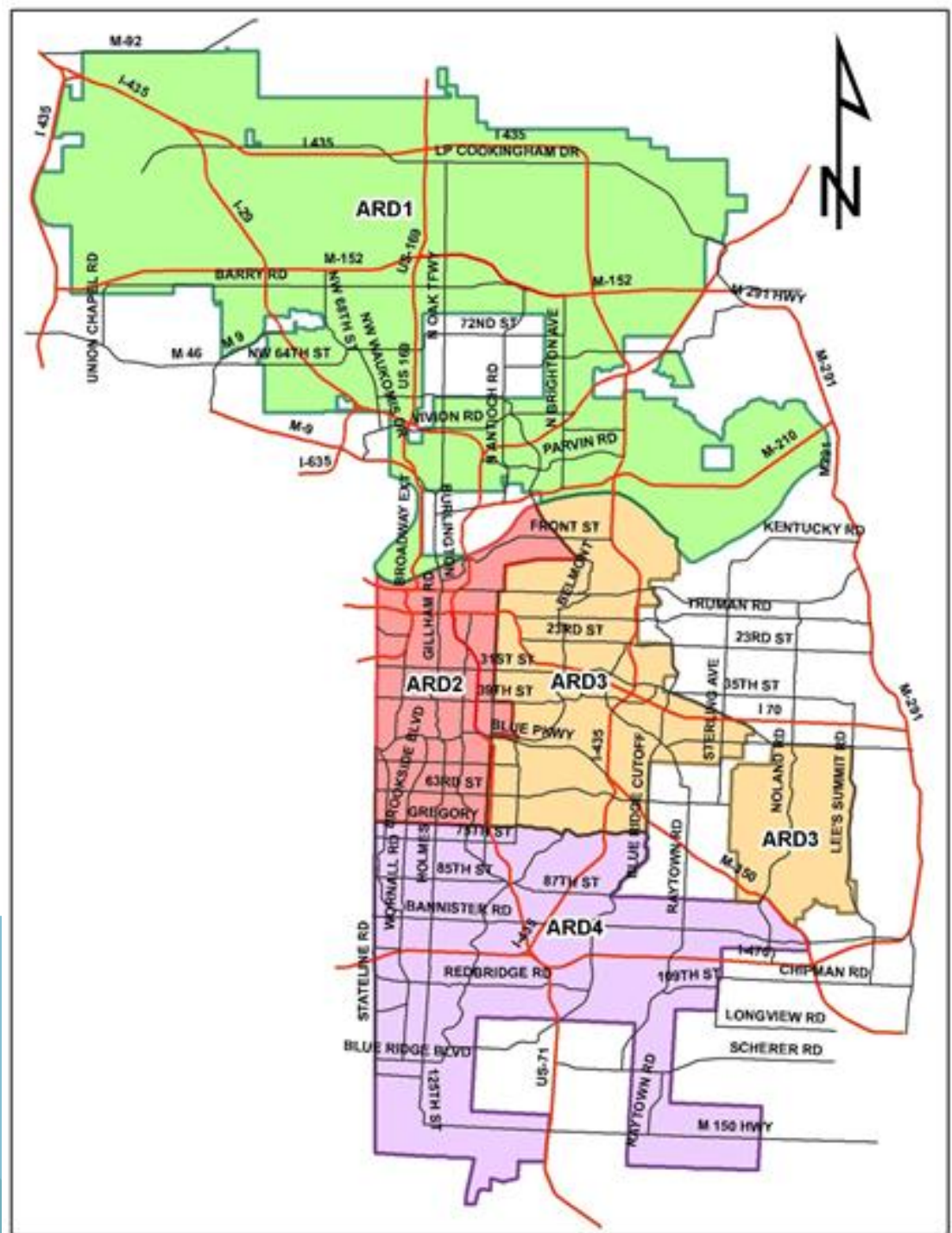
PERCENT OF ADVANCED LIFE SUPPORT (ALS) RESPONSES MEETING STANDARD BY DISTRICT

Watch Trend

Source: KCFD

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WHAT IS AN ALS PUMPER UNIT?

Apparatus Type	Number of Personnel	Suppression Mission	Rescue Mission	Provides BLS Care	Provides ALS Care	Patient Transport
Pumper Company	4	✔	✔	✔		
ALS Pumper Company	4	✔	✔	✔	✔	
Ambulance	2		✔	✔	✔	✔

Regarding EMS missions, ALS pumper crews provide the same level of care as ambulance crews, except transport.

Regarding other missions, ALS pumper crews provide same level of service as pumper crews.

ALS PUMPER UNIT IMPLEMENTATION

As of December 9, 2013, KCFD employs 33 pumper companies that deliver basic life support (BLS) in addition to other core missions

In last year's budget, City Council approved implementation of 3 advanced life support (ALS) pumper companies, to be carried out by Nov 2013

On December 15, 2013, 5 ALS pumpers will begin delivering advanced life support care

As of December 15, 2013, KCFD will employ 28 BLS pumper companies and 5 ALS pumper companies

ALS Pumper Locations: 111th and North Oak; 81st and North Oak; 7500 NW Barry Rd; 9300 Hillcrest; 6006 Red Bridge Rd

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BASIC LIFE SUPPORT (BLS) RESPONSE COMPARED TO STANDARD

Source: KCFD
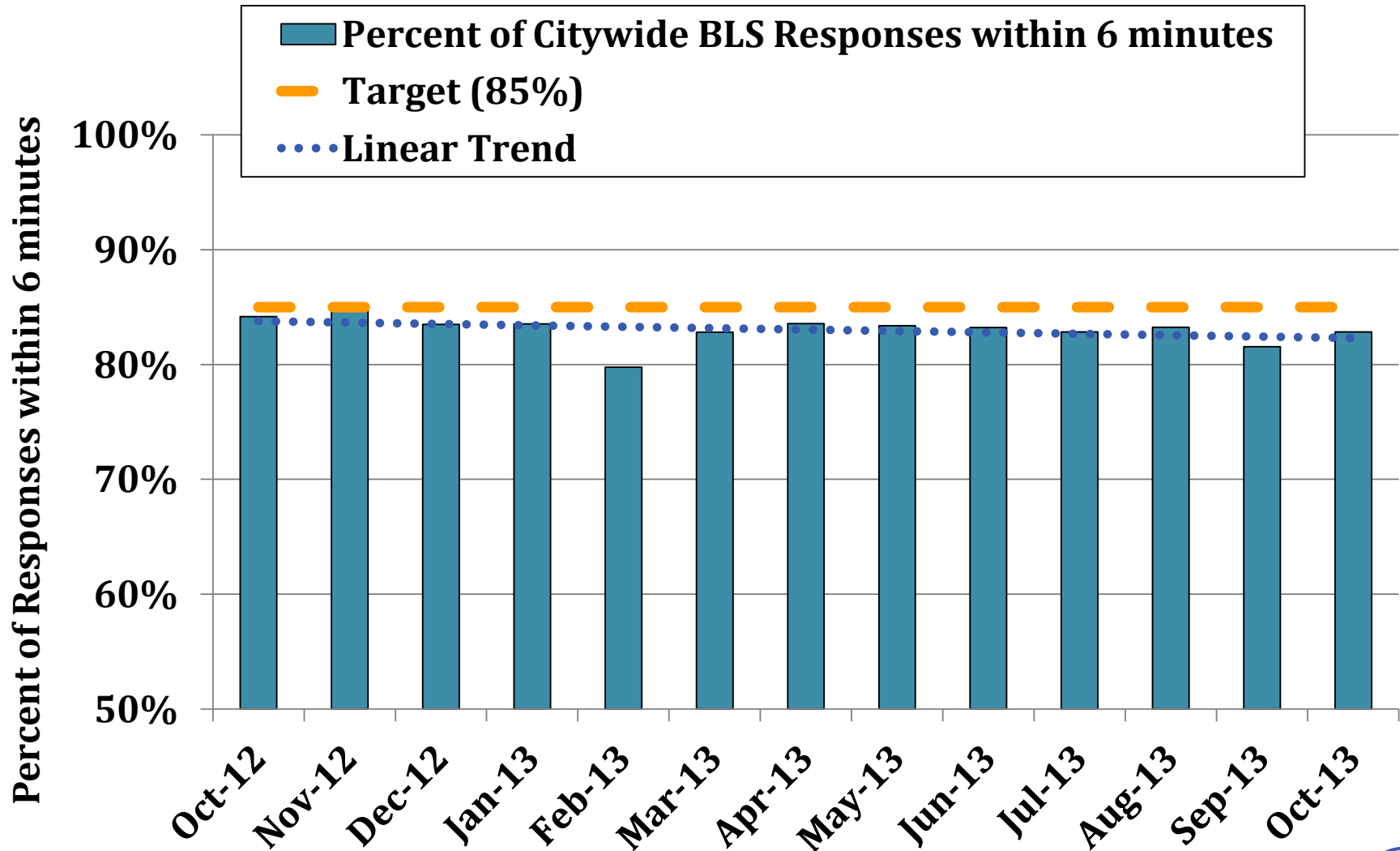
PERCENT OF BASIC LIFE SUPPORT (BLS) RESPONSES MEETING STANDARD BY DISTRICT

Legend: Oct-12, Oct-13

Percent of Responses within 6 minutes (y-axis)

- Citywide BLS Response Time: 84%, 83%
- ARD1: 72%, 69%
- ARD2: 93%, 92%
- ARD3: 85%, 85%
- ARD4: 79%, 76%

Ambulance Response District

Source: KCFD

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KCFD STRATEGIC IMPROVEMENT EFFORTS UNDERWAY

KCFD Strategic Planning Process

Initiated in August 2013. Anticipated completion date is May 1, 2014. External stakeholders have been interviewed, including neighborhoods, media, elected officials, dept heads, hospitals, EMS partners, and mutual/automatic aid partners

Standards of Response Cover (SOC) Plan

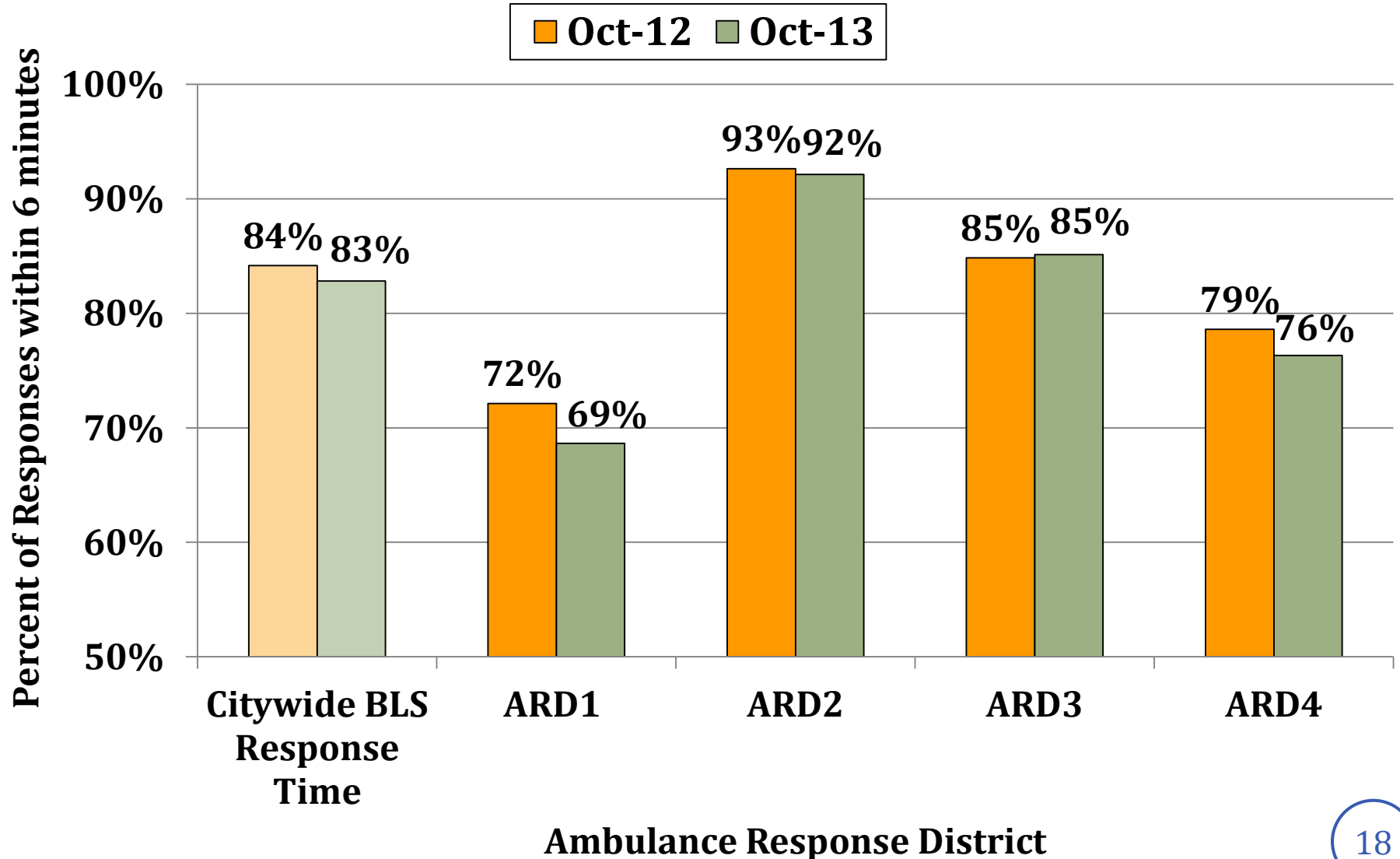KCFD has initiated this complete review of the current deployment model. It will involve assessments of risks, baseline performance, community expectations, performance measures, etc.

Pursuance of Accreditation

The Strategic Plan and SOC Plan are the two major components required to become an accredited fire department through the Center for Public Safety Excellence. Because this is a long and complex process, a completion date cannot be estimated at this time.

Concurrently, KCFD will also continue to study the impact of the ALS pumper implementation

PRIORITY

INDICATORS

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

1. **% of citizens satisfied with services**
2. **% of citizen users v. citizen non-users satisfied with services**

CITIZEN SATISFACTION WITH FIRE AND EMERGENCY MEDICAL SERVICES

Positive Trend: ✔

Legend: ■ Satisfied ■ Neutral ■ Dissatisfied

Category	Satisfied	Neutral	Dissatisfied
How quickly ambulance personnel respond to emergencies	69%	24%	7%
Quality of local ambulance	69%	25%	6%
How quickly fire and rescue respond to emergencies	78%	19%	4%
Overall quality of local fire and rescue	80%	17%	3%
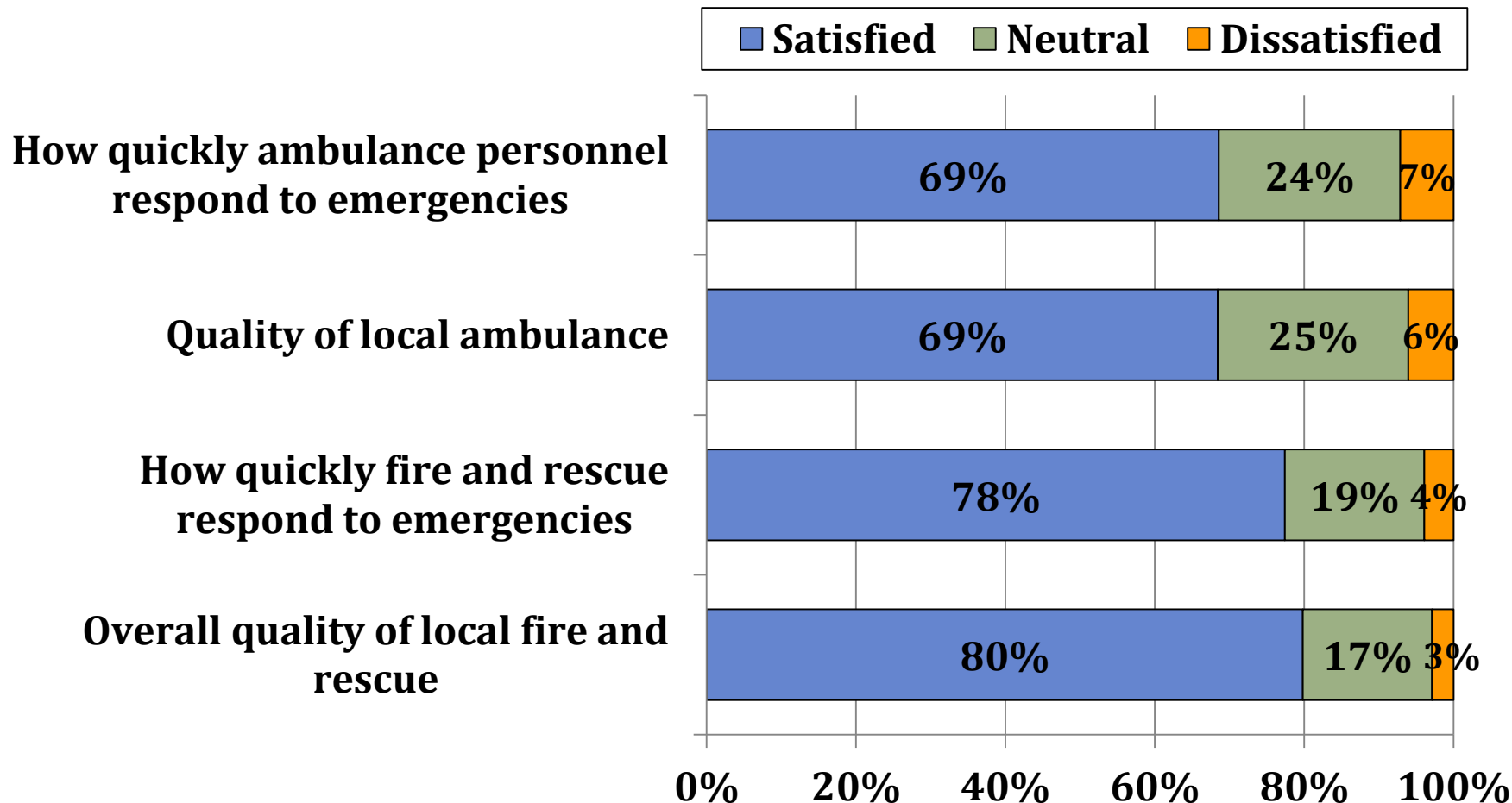
No change in satisfaction levels from 2012 to 2013

Source: Citizen Survey, FY2013

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CITIZEN EMPHASIS FOR FIRE AND EMERGENCY MEDICAL SERVICES

What two areas would you like to see receive the most emphasis from the City over the next two years?

Question	Emphasis	Satisfaction	E-S Rank
How quickly ambulance personnel respond to emergencies	45%	69%	1
How quickly fire/rescue personnel respond to emergencies	46%	78%	2
Quality of local ambulance service	25%	69%	3
Overall quality of local fire protection and rescue services	32%	80%	4

Source: Citizen Survey, FY2013

SATISFACTION BY USERS VS. NON-USERS OF AMBULANCE SERVICE

14% of residents report using ambulance service, according to the survey

Legend:
- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

Quality of local ambulance service
- User (14%): 37% Very Satisfied, 40% Satisfied, 16% Neutral, 5% Dissatisfied, 3% Very Dissatisfied
- Non-user (86%): 22% Very Satisfied, 45% Satisfied, 28% Neutral, 4% Dissatisfied, 2% Very Dissatisfied

How quickly ambulance personnel respond to emergencies
- User (14%): 37% Very Satisfied, 37% Satisfied, 18% Neutral, 6% Dissatisfied, 2% Very Dissatisfied
- Non-user (86%): 22% Very Satisfied, 45% Satisfied, 26% Neutral, 4% Dissatisfied, 2% Very Dissatisfied

Citizens who report using the ambulance service are more likely to be satisfied and very satisfied with the quality and timeliness.

Source: Citizen Survey, FY2013

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SATISFACTION WITH AMBULANCE RESPONSE TIME BY GEOGRAPHY

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

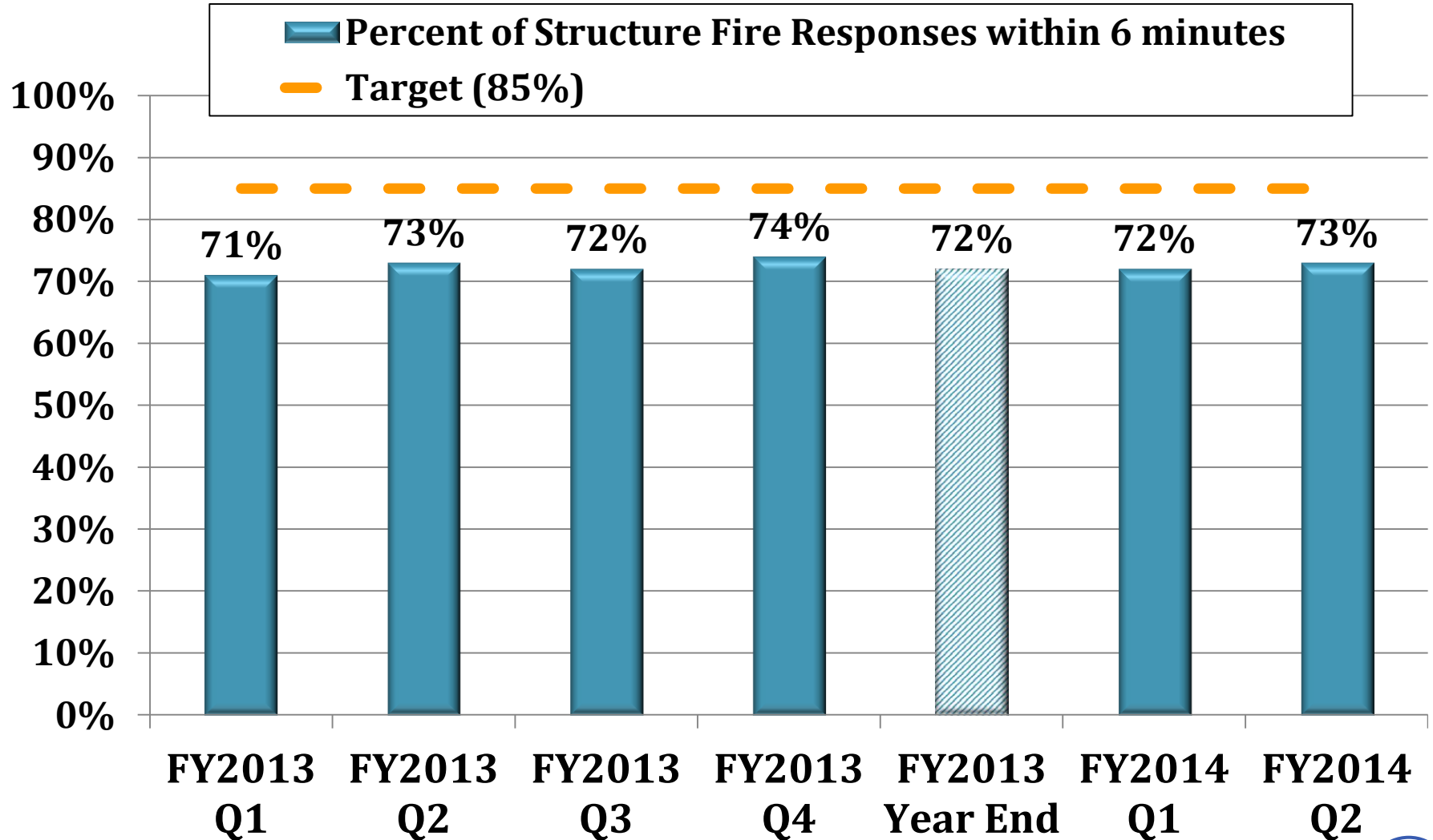*Source: ETC Institute, Citizen Survey, FY2013*
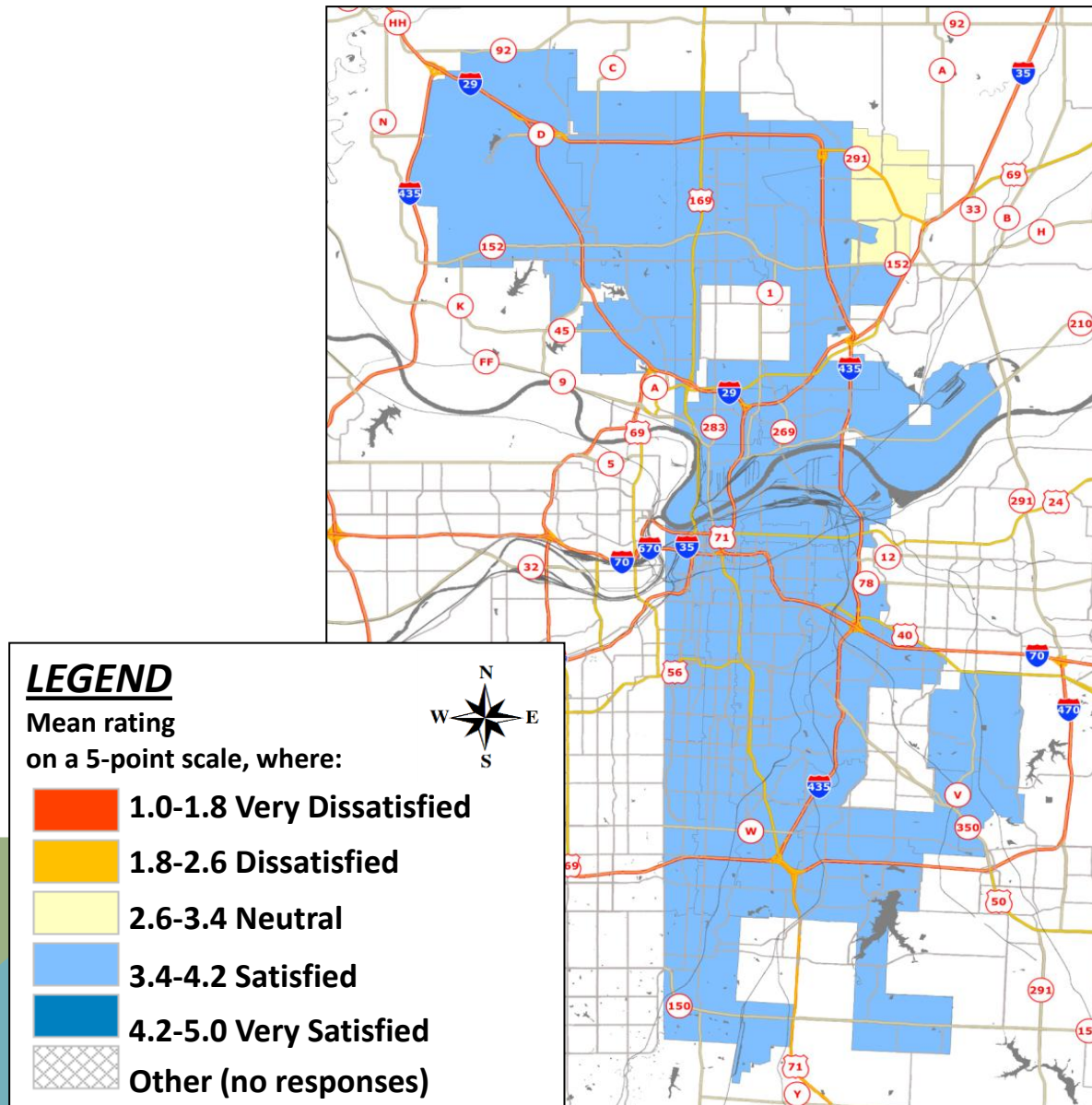
PRIORITY

Maintain and enhance fire suppression and prevention, rescue and hazardous material incident response capabilities

INDICATORS

1. **Response time with appropriate equipment and personnel for such incidents**
2. **Annual hours of training for fire suppression, rescues and hazardous material incidents**
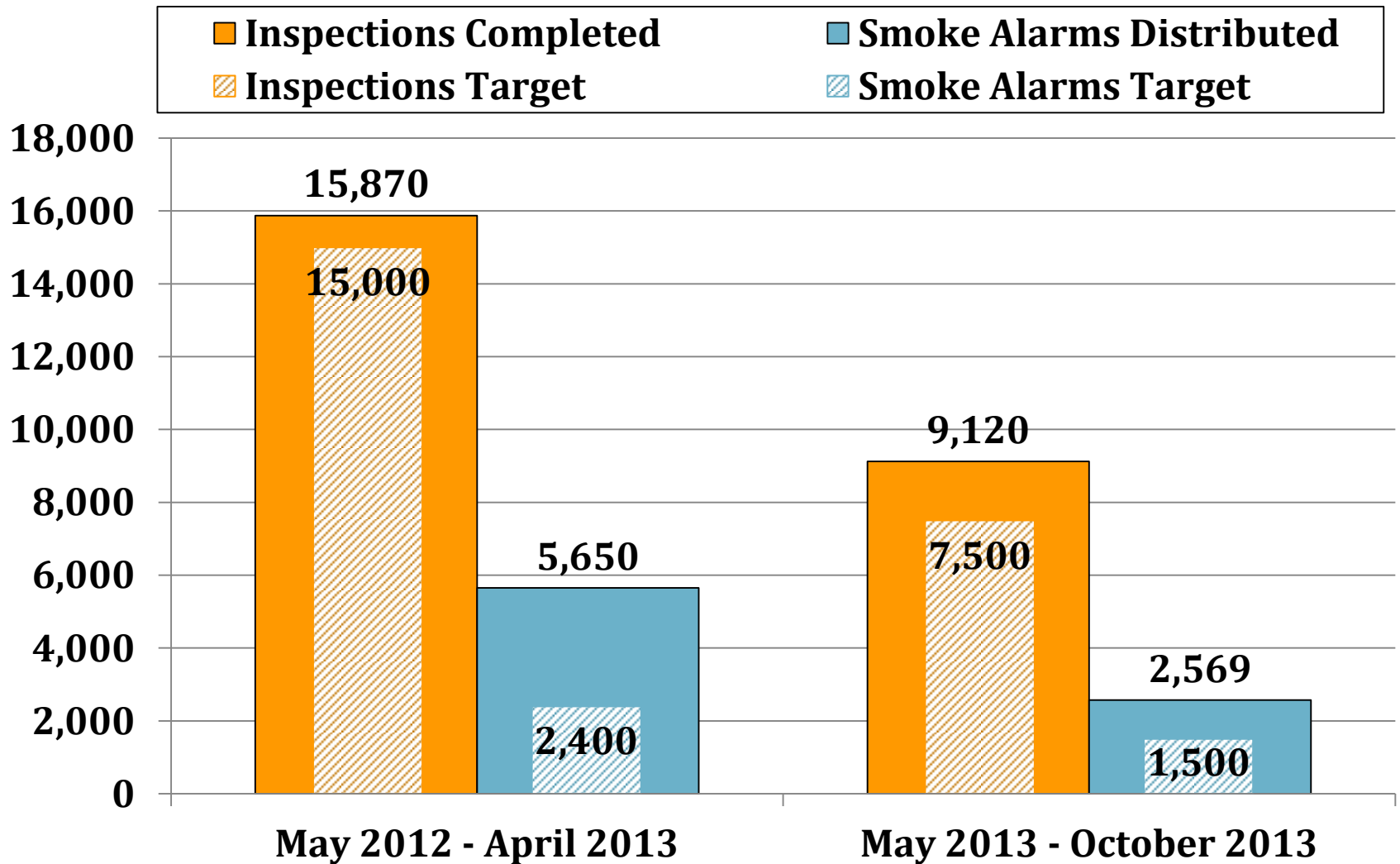3. **Age of vehicles and other specialized equipment**

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STRUCTURE FIRE RESPONSE TIME (% IN < 6 MINUTES)

Negative Trend: ✖

Legend:
- ▬ Percent of Structure Fire Responses within 6 minutes
- ▬ ▬ Target (85%)

	FY2013 Q1	FY2013 Q2	FY2013 Q3	FY2013 Q4	FY2013 Year End	FY2014 Q1	FY2014 Q2
Percent	71%	73%	72%	74%	72%	72%	73%

FIRE PREVENTION ACTIVITY

Legend: Inspections Completed, Smoke Alarms Distributed, Inspections Target, Smoke Alarms Target

May 2012 - April 2013
- Inspections Completed: 15,870
- Inspections Target: 15,000
- Smoke Alarms Distributed: 5,650
- Smoke Alarms Target: 2,400

May 2013 - October 2013
- Inspections Completed: 9,120
- Inspections Target: 7,500
- Smoke Alarms Distributed: 2,569
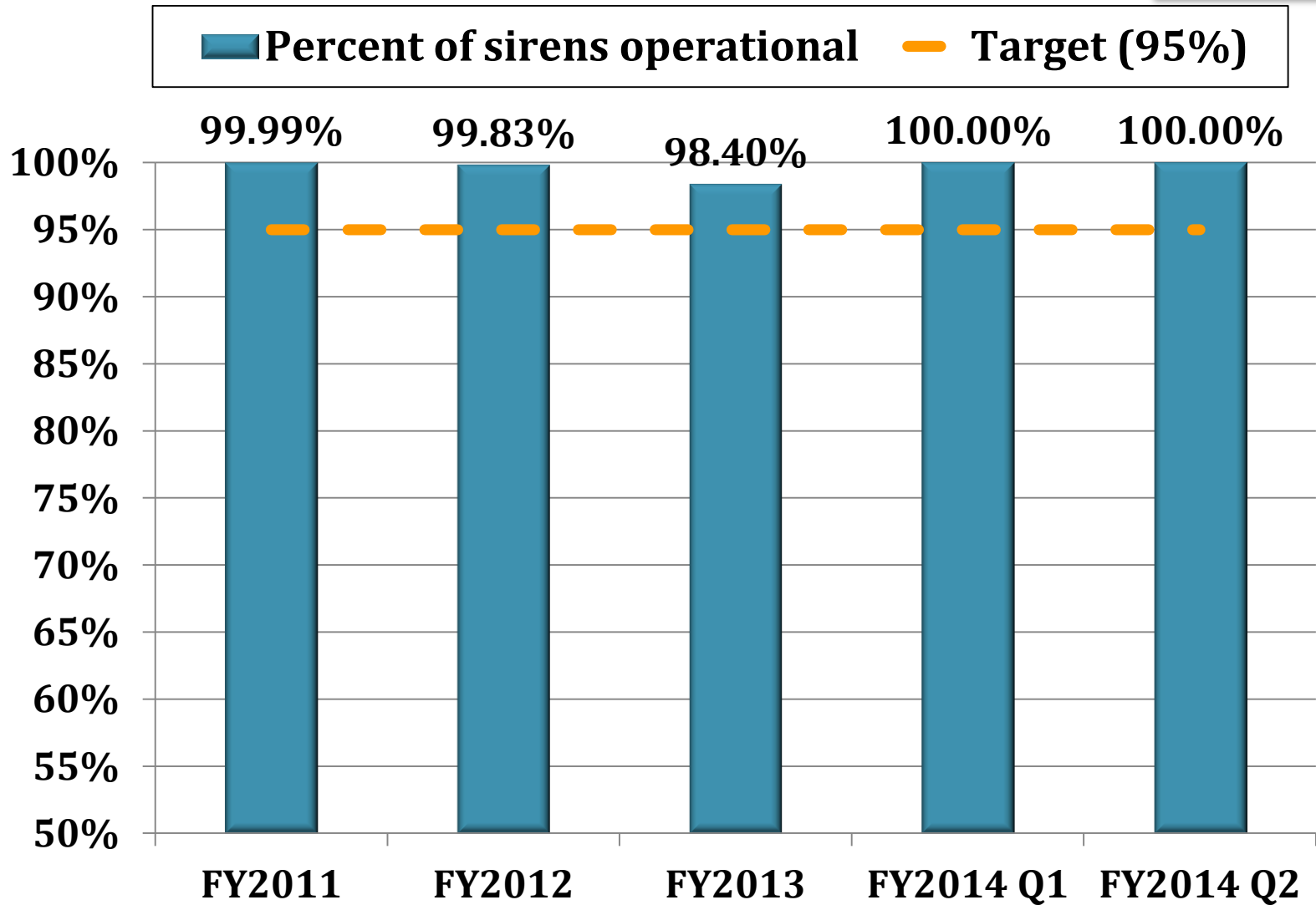- Smoke Alarms Target: 1,500

Source: KCFD

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PRIORITY

INDICATORS

Maintain and enhance emergency management capabilities to respond efficiently and effectively to natural or manmade disasters
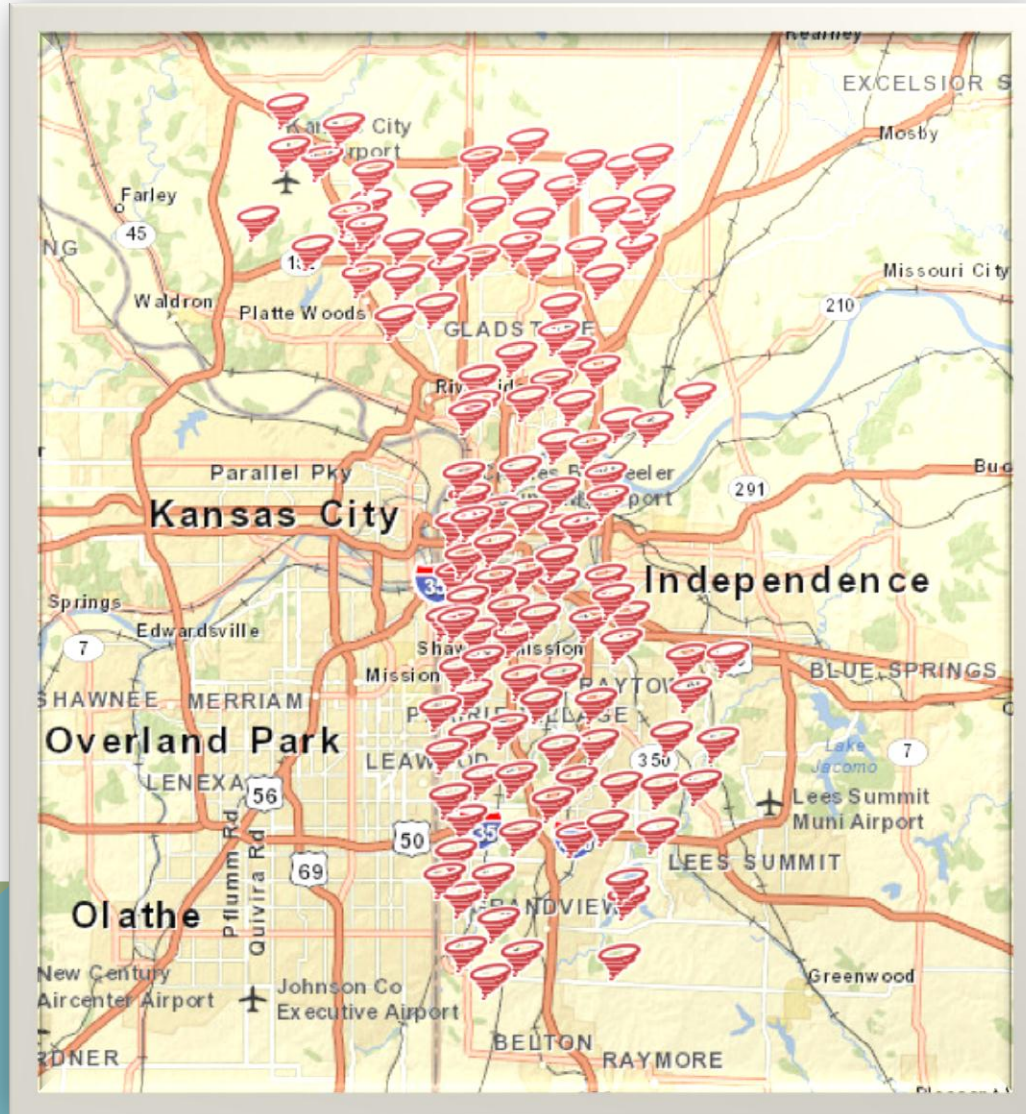
1. **Percent of time public warning system sirens and flash flood indicators are operational**
2. **EOC activations, exercises conducted, and other testing conducted**

TORNADO SIREN READINESS

Positive Trend: ✔

Legend: Percent of sirens operational — Target (95%)

FY	Percent of sirens operational
FY2011	99.99%
FY2012	99.83%
FY2013	98.40%
FY2014 Q1	100.00%
FY2014 Q2	100.00%

Source: Office of Emergency Management

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TORNADO SIREN LOCATIONS ON OPEN DATA

https://data.kcmo.org/Emergency/Tornado-Warning-Sirens-Map/58qf-tp6b

ADDITIONAL EMERGENCY MANAGEMENT PERFORMANCE INDICATORS

Positive Trend: ✅

Performance Indicator	FY2012		FY2013		FY2014 Mid-Year	
	Target	Actual	Target	Actual	Target	Actual
Situation monitoring (hours)	--	49	--	45	--	29
EOC Activations - Level 1	--	2	--	3	--	4
EOC Activations - Level 2	--	2	--	1	--	1
EOC Activations - Level 3	--	0	--	1	--	0
Exercises Conducted/Participated In	4	66	4	40	8	15
EOC critical systems tests conducted	24	64	24	49	12	43

Source: Office of Emergency Management

NATIONAL WEATHER SERVICE "STORMREADY COMMUNITY" DESIGNATION

90% of all presidentially declared disasters are **weather related**. The National Weather Service **StormReady** program measures a community's proactive measures to save lives from the onslaught of severe weather by evaluating planning, education and awareness benchmarks. No community is storm proof, but **StormReady** helps communities save lives.

NWS "STORMREADY" BENCHMARKS

StormReady Benchmarks	
Communication	• **Established 24 hr warning point** • **Established Emergency Operations Center**
NWS Information Reception	• **Multiple ways for EOC to receive info**
Hydrometerological Monitoring	• **Multiple ways to monitor hydrometerological data**
Local Warning Dissemination	• **Number of ways EOC disseminates warnings** • **All hazard radios in public facilities**
Community Preparedness	• **Number of annual weather safety talks** • **Train storm spotters and dispatchers** • **Host annual NWS spotter training**
Administrative	• **Formal hazardous weather operations plan** • **Biennial visits by emergency manager to NWS** • **Annual visits by NWS official to community**

PRIORITY

INDICATORS

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

1. **Outreach/training counts**

EMERGENCY MANAGEMENT OUTREACH

	FY2011		FY2012		FY2013		FY2014 Mid-Year	
	Target	**Actual**	**Target**	**Actual**	**Target**	**Actual**	**Target**	**Actual**
Outreach Sessions	--	**42**	24	**72**	24	**52**	12	**37**
Training Sessions	12	**31**	12	**62**	12	**45**	6	**26**
Number of citizens reached	--	**--**	--	**--**	--	**--**		**40,813**

Source: Office of Emergency Management

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PRIORITY

INDICATORS

Reduce crime among all age groups with special attention to crimes committed by youth, and with a particular emphasis on violent and property crimes such as homicides, aggravated assaults, and home burglaries.

1. **Violent crime rate per 1000**
2. **Property crime rate per 1000**
3. **Crime rate committed by youth (under 25)**
4. **NOVA outcomes**
5. **Aim4Peace mediations**
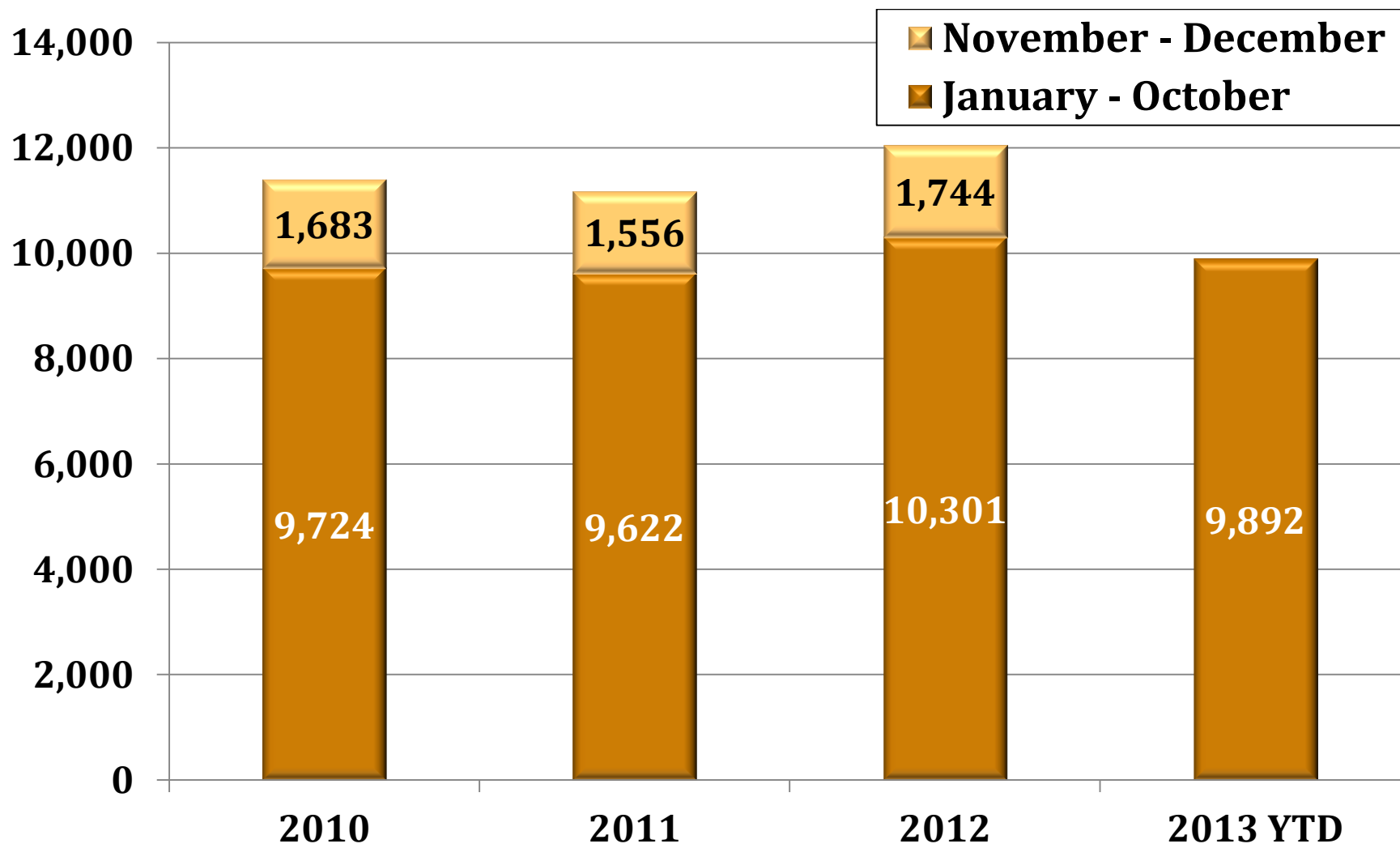
NATIONAL INCIDENT-BASED REPORTING SYSTEM (NIBRS)

Crimes Against People: **Homicide Offenses, Sex Offenses (Forcible), Assault Offenses, Sex Offenses (Non-Forcible), Kidnapping/Abduction**

Crimes Against Property: **Robbery, Arson, Extortion/Blackmail, Burglary/Breaking & Entering, Larceny/Theft Offenses, Motor Vehicle Theft, Fraud Offenses, Counterfeiting/Forgery, Embezzlement, Stolen Property Offenses, Destruction/Damage/Vandalism, Bribery**
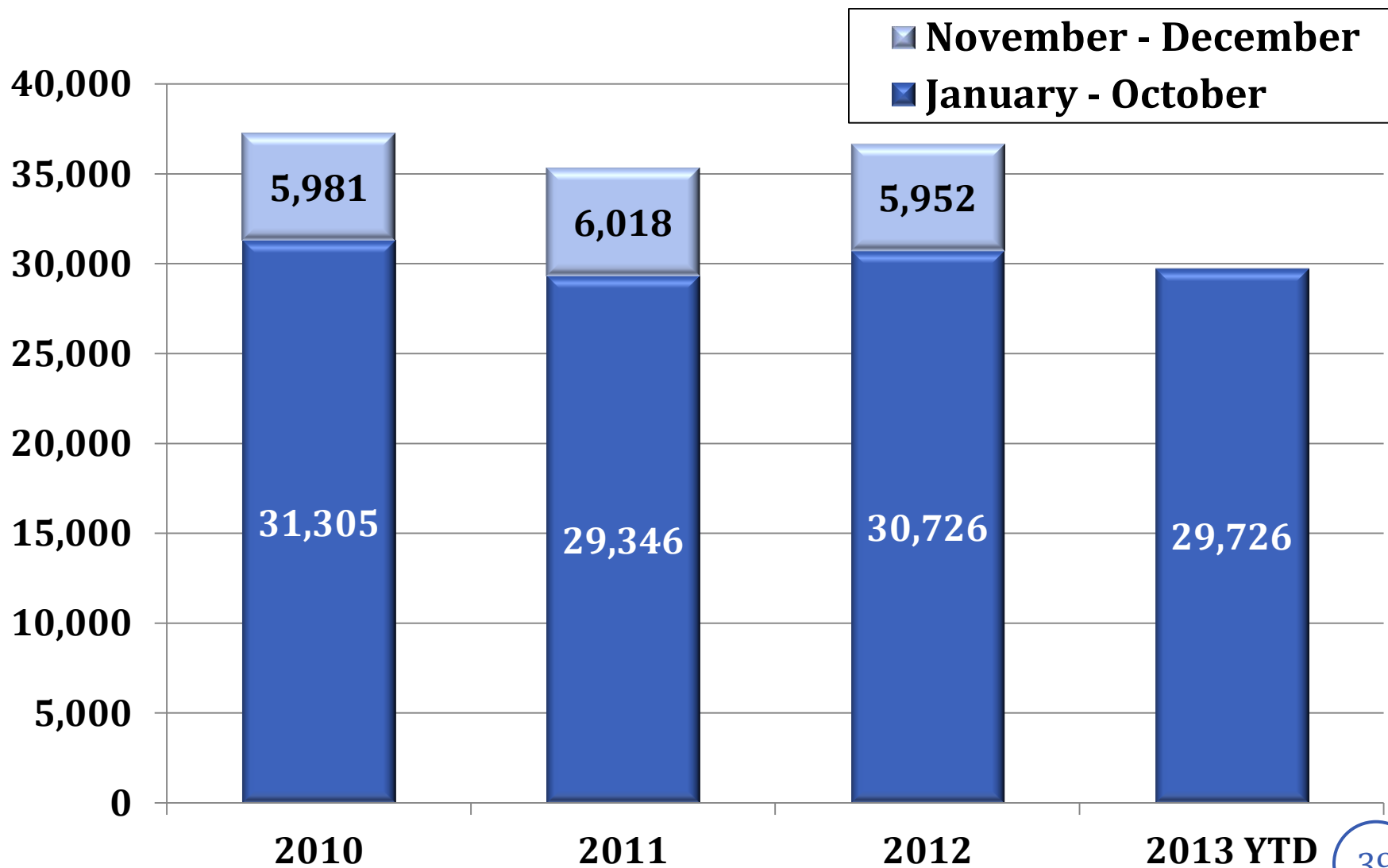
Crimes Against Society: **Drug/Narcotic Offenses, Gambling Offenses, Prostitution Offenses, Pornography/Obscene Material, Weapon Law Violations**

CRIMES AGAINST PERSONS

Legend:
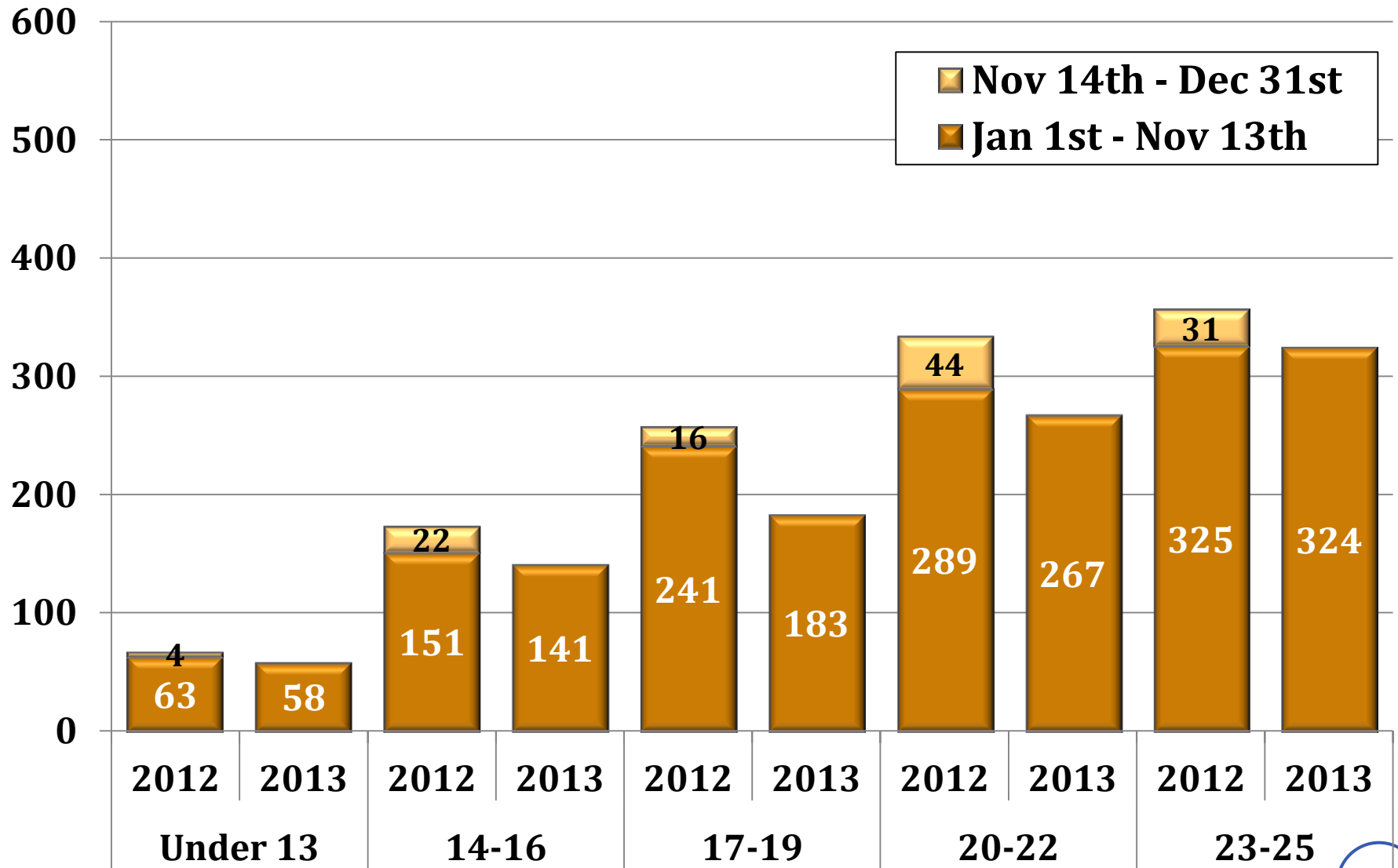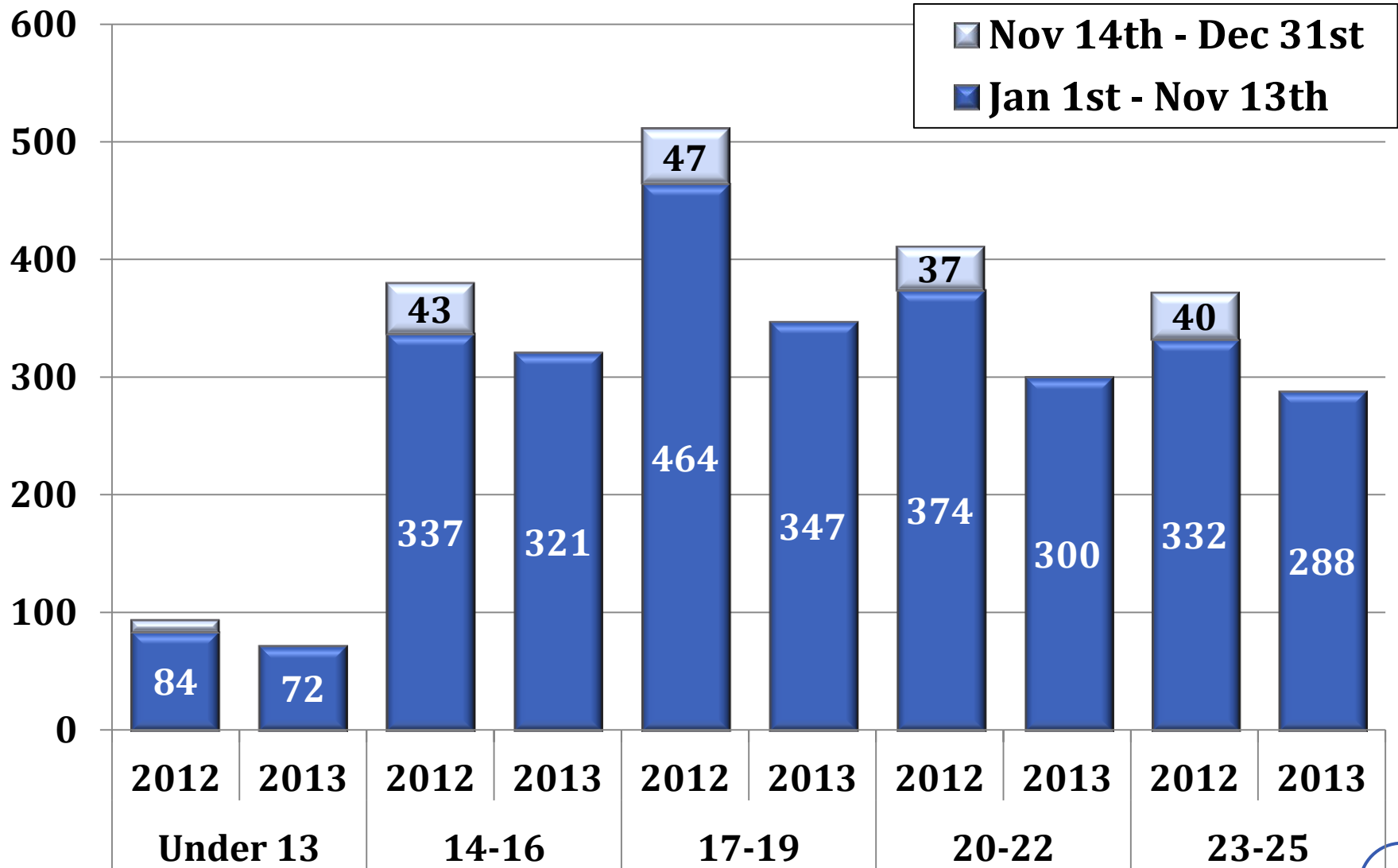- November - December
- January - October

Year	January - October	November - December
2010	9,724	1,683
2011	9,622	1,556
2012	10,301	1,744
2013 YTD	9,892	

Source: KCPD

CRIMES AGAINST PROPERTY

November - December
January - October

Year	January - October	November - December
2010	31,305	5,981
2011	29,346	6,018
2012	30,726	5,952
2013 YTD	29,726	

Source: KCPD

YOUTH ARRESTS FOR CRIMES AGAINST PERSONS

Watch Trend

Legend:
- Nov 14th - Dec 31st
- Jan 1st - Nov 13th

Age Group	Year	Jan 1st - Nov 13th	Nov 14th - Dec 31st
Under 13	2012	63	4
Under 13	2013	58	
14-16	2012	151	22
14-16	2013	141	
17-19	2012	241	16
17-19	2013	183	
20-22	2012	289	44
20-22	2013	267	
23-25	2012	325	31
23-25	2013	324	

Source: KCPD

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YOUTH ARRESTS FOR CRIMES AGAINST PROPERTY

Watch Trend

Legend:
- Nov 14th - Dec 31st
- Jan 1st - Nov 13th

Age Group	Year	Jan 1st - Nov 13th	Nov 14th - Dec 31st
Under 13	2012	84	
Under 13	2013	72	
14-16	2012	337	43
14-16	2013	321	
17-19	2012	464	47
17-19	2013	347	
20-22	2012	374	37
20-22	2013	300	
23-25	2012	332	40
23-25	2013	288	

Source: KCPD

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KANSAS CITY'S 72ND MURDER VICTIM

- **Damiah was killed in her home along with her mother.**

- **Damiah was 3 years old.**

- **This murder remains unsolved.**

KANSAS CITY CRIME

- **Historically one of the top ten most violent cities in the United States**

- **Averages 106 Homicides per year**

- **Averages 3,484 Aggravated Assaults per year**

- **Crime typically contained within urban core**

- **13 square miles of 315 account for 47 % of all homicides**

	Murders/100k	Agg. Assaults/100k
Kansas City	**22.9**	**755**
Jacksonville, FL	8.3	381.4
Seattle	6.2	229.4
Chicago	15.9	458.9
Boston	6.2	306.4

THE GOAL OF NOVA

__Reduce Homicides and Aggravated Assault__

2012-108 homicides
2011-109 homicides

106.3 Annual Average

Annually Average 3,484 Aggravated Assaults

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NOVA GOVERNING PARTNERS

City Of Kansas City, Missouri
- Mayor Sly James

Kansas City, MO Police Department
- Chief Daryl Forte'

Jackson County Prosecutors Office
- Prosecutor Jean Peters Baker

United States Attorneys Office
- US Attorney Tammy Dickinson

MO State Probation and Parole
- Regional Administrator Jackie Dunn

Bureau Alcohol Tobacco Firearms
- Special Agent in Charge Marino Vidoli

University of Missouri Kansas City
- Chancellor Leo Morton

KC NoVA
Kansas City No Violence Alliance

FOCUSED DETERRENCE

KC NoVA is implementing a focused deterrence model that draws upon the strengths of multiple sources to "interrupt" the cycle of violent crime.

1. **Social Services**
2. **Faith Based Initiatives**
3. **Probation and Parole**
4. **Law Enforcement**
5. **Family Support Groups**

"SMARTER POLICING"

- **KC NoVA will draw upon the strengths of the community, academic partners, and the criminal justice system to identify the networks most likely to be involved in violent crime.**

- **Dedicate the finite amount of resources to the very small percentage of individuals in Kansas City that cause the most problems.**

THE FIRST STEPS

- **Build intelligence models and relationships to direct the finite resources of the PD, to the core group of individuals involved in, or likely to become involved in violent crime.**

- **Build relationships in the community to establish a moral voice that impacts violence.**

- **Establish a structure of outreach to those who want to change, and need the help to make change.**

SNA: SOCIOGRAM

Node   Tie

Figure 3 – All 2 step links from two known suspects

SOURCE: Valdis Krebs
http://www.orgnet.com/

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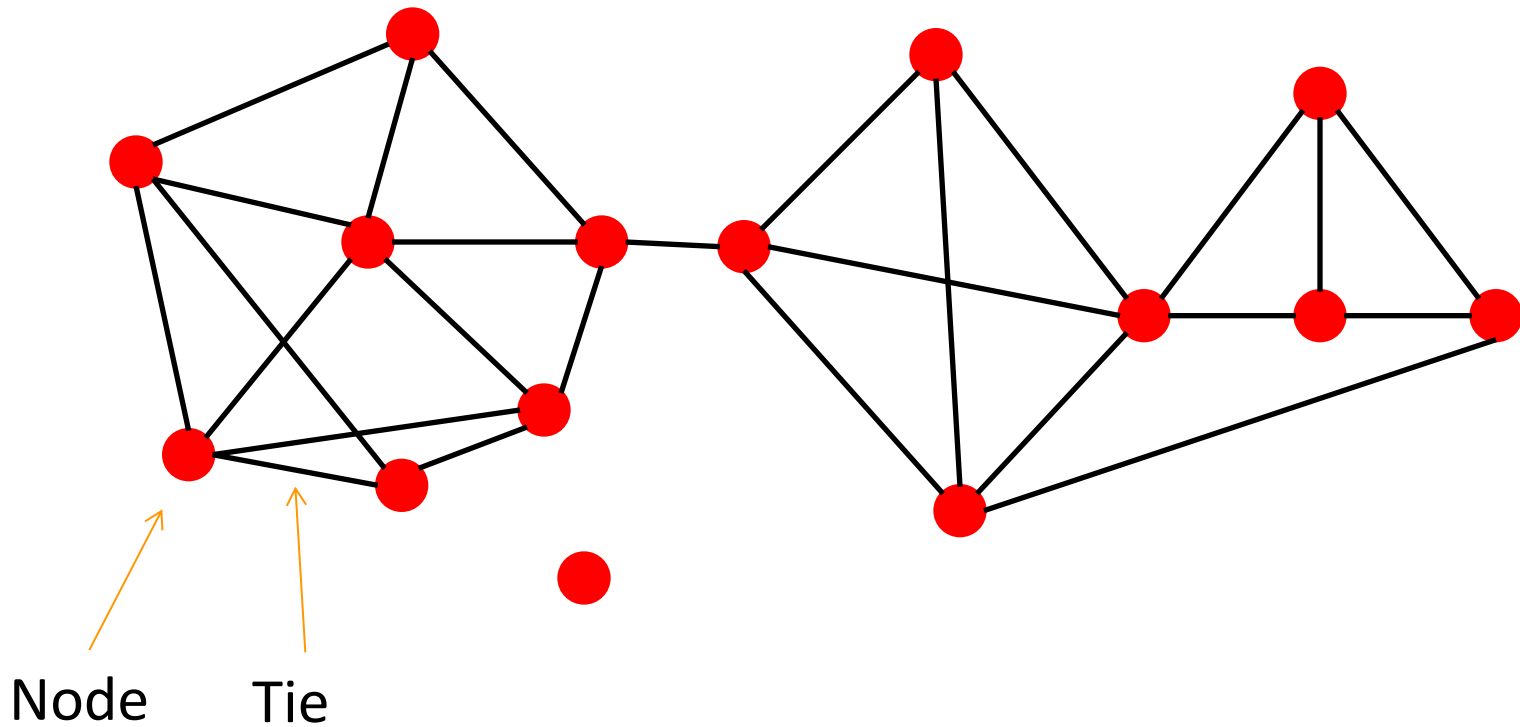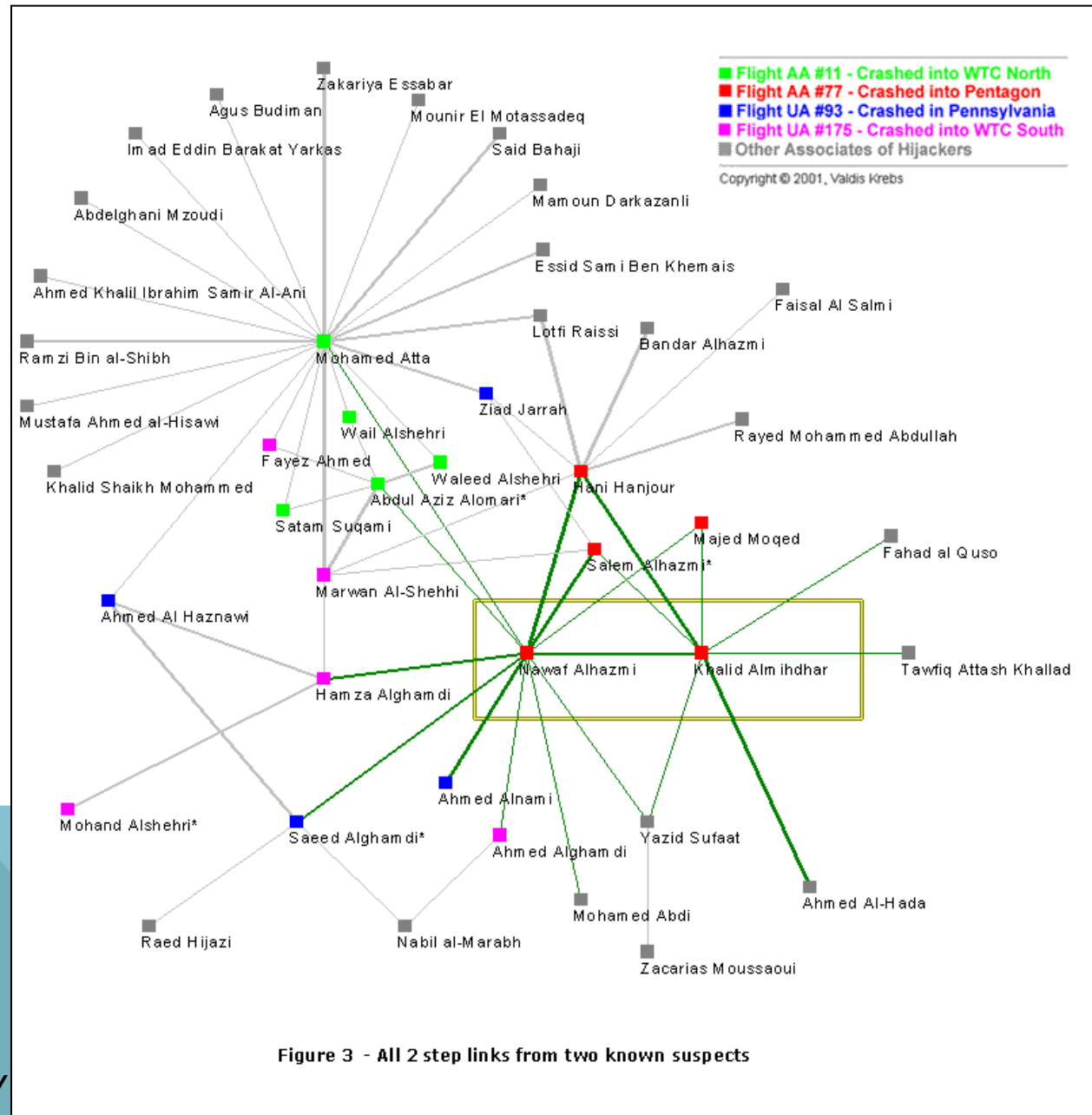
- **Dime block gang network**

- **Developed by UMKC / Det. Cramblit**

- **Process took two months**

- **Silos of intelligence**

- **IT Barriers / crystal reports**

- **Product delivered December 2012**

Source: KC NOVA
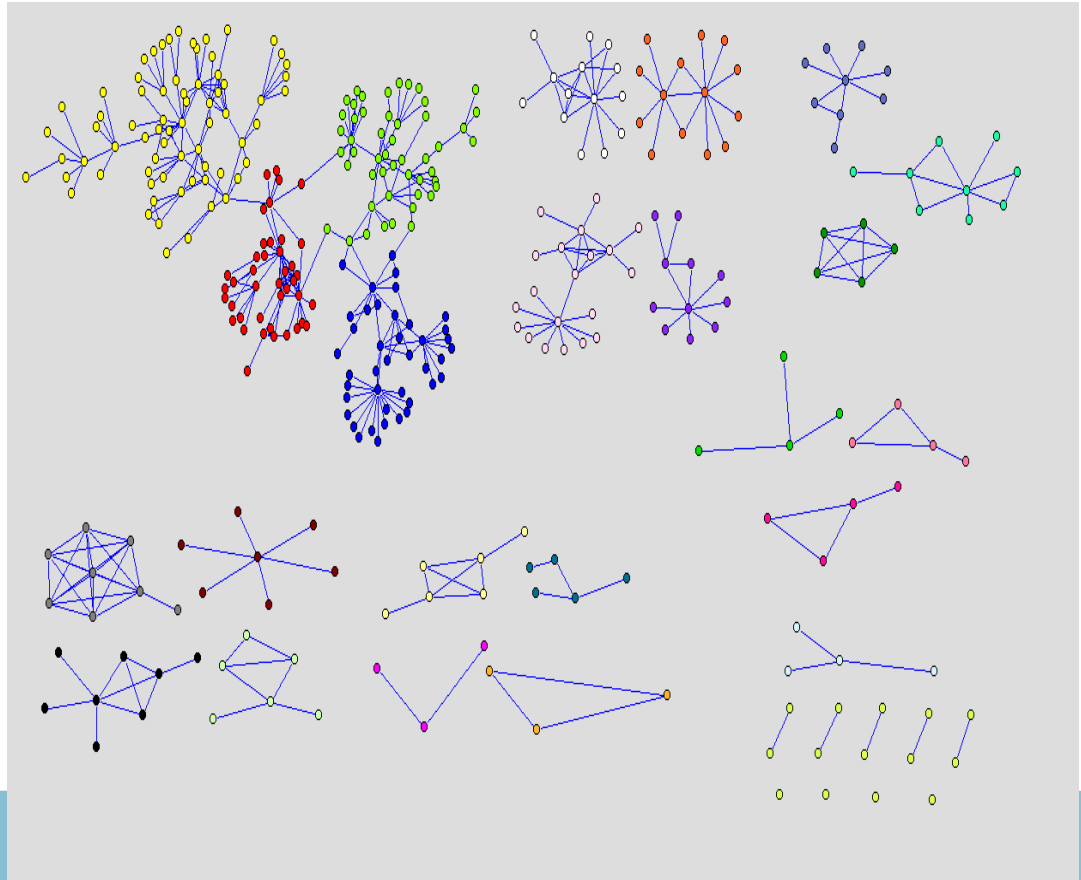
DIME BLOCK BETWEENNESS CENTRALITY

Warrants

Probation / Parole
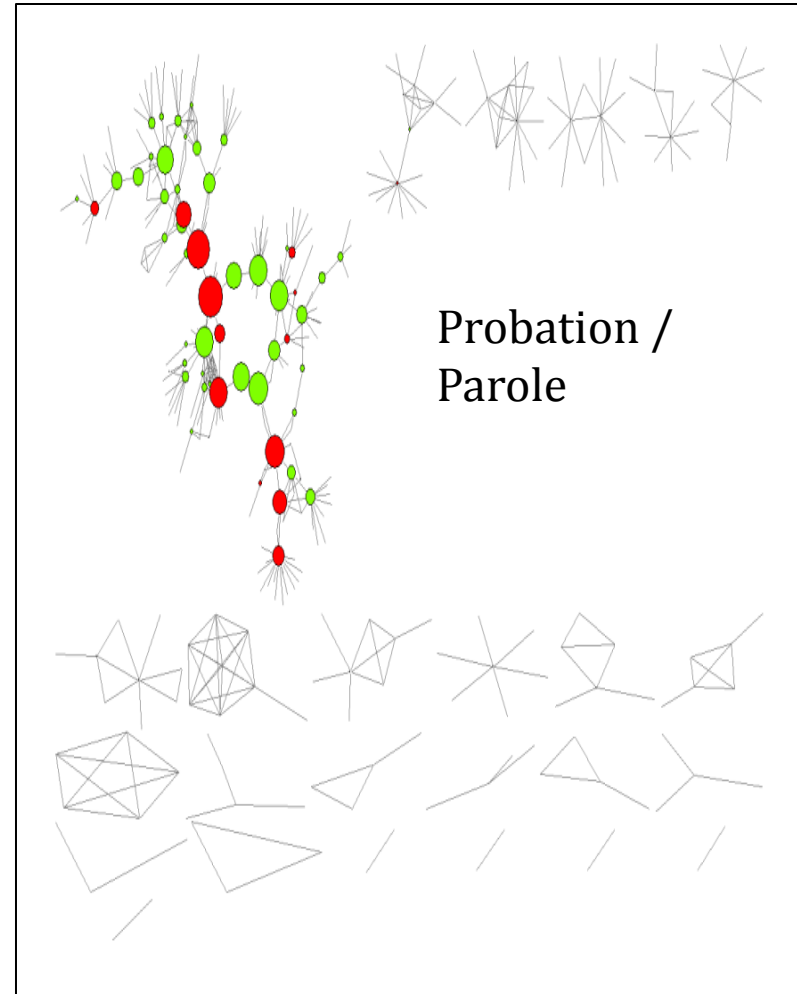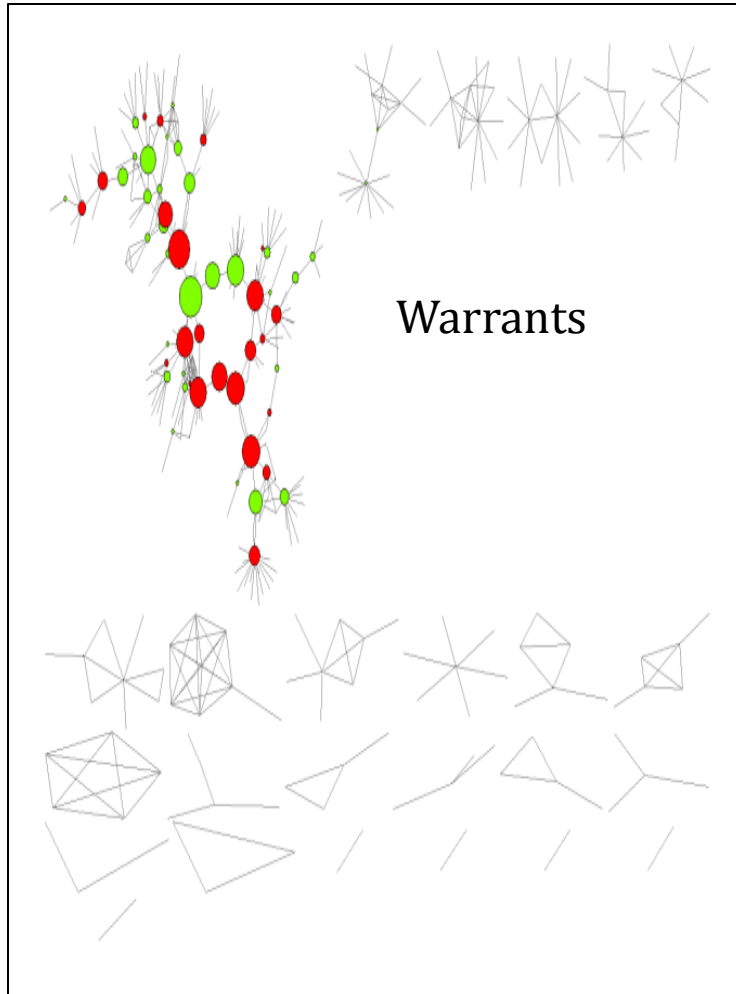
IMPACT 2013

- **National Murder Rate 4.8 per 100,000**

- **In network rate over 500 per 100,000**

- **National Agg. Assault Rate 241 per 100,000**

- **In network rate 3055 per 100,000**

- **24 dead in network**
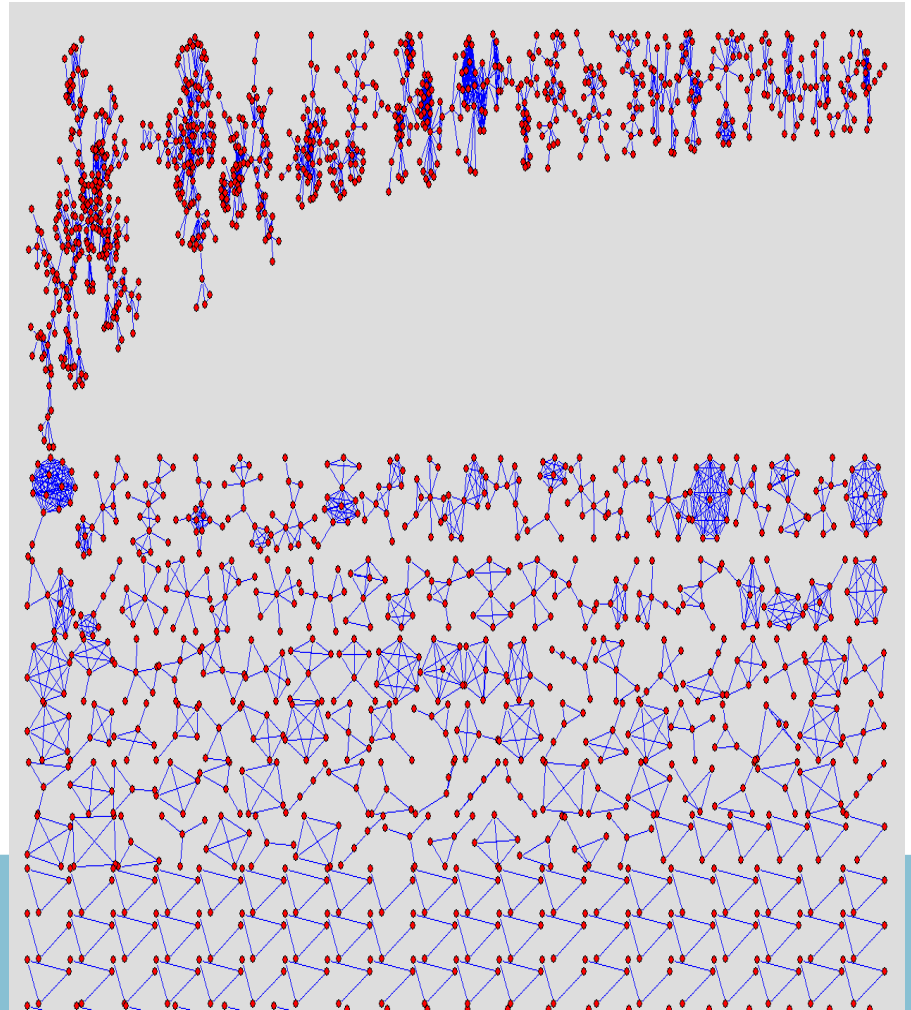
THE FIRST 514

- **Efforts to implement focused deterrence model begins.**

- **121 identified through centrality measure for invitation to call ins**

- **80 of the 121 on Probation and parole**

- **Area Command established**

- **Call in sessions conducted**
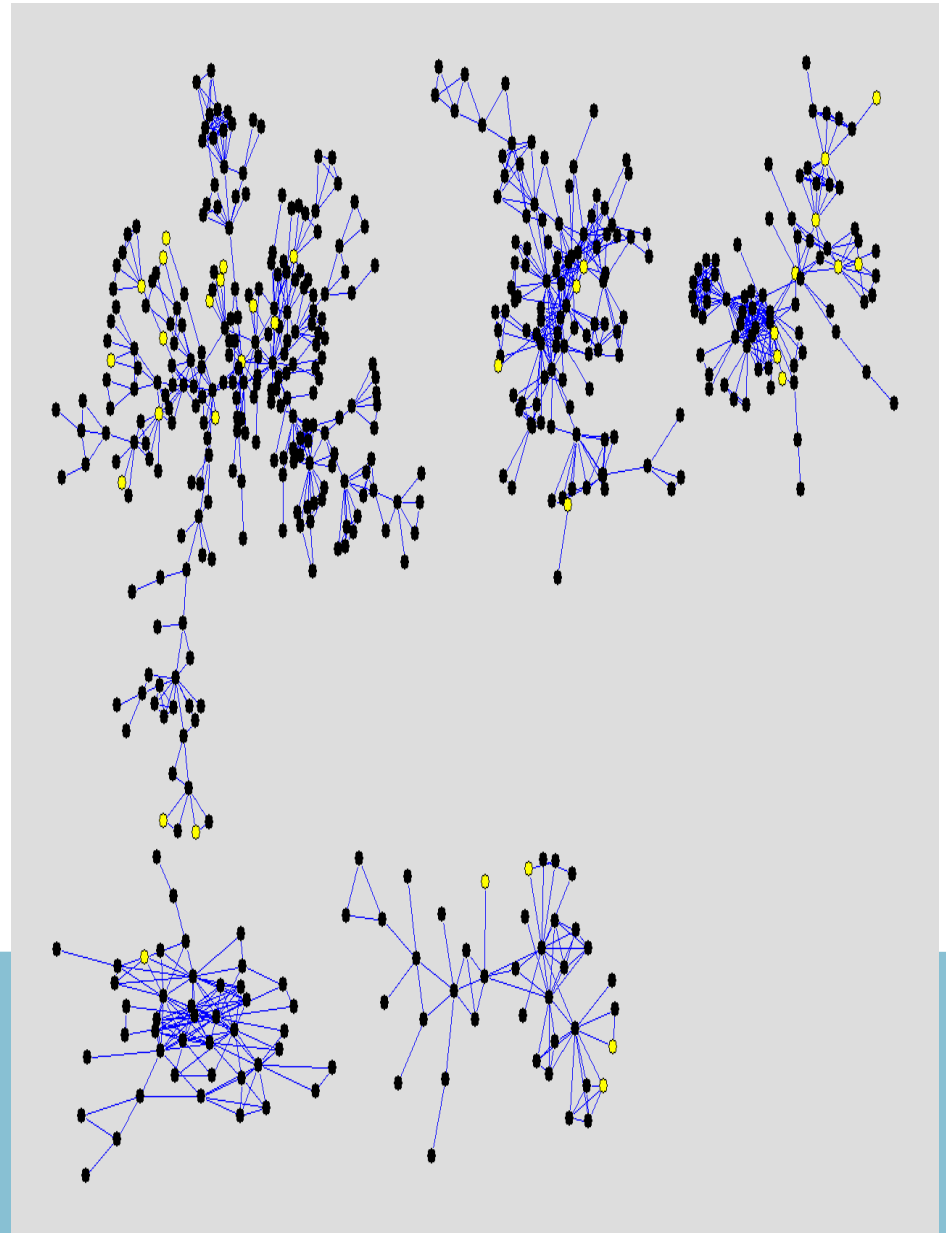
APRIL 17TH CALL IN SESSIONS

SOCIAL SERVICE DELIVERY

- **Currently providing social services to 32 individuals.**

- **Seasoned client advocates have screened 67 individuals for assistance.**

- **Goal is to provide services to over 100 by end of 2013.**

KC NoVA
Kansas City No Violence Alliance

CLIENT ADVOCACY CENTER

HERE TO HELP

415 E. 12th Street, 10th Floor
Kansas City, Missouri 64106

KC NoVA Resource Hotline:
816.881.3546

KC NoVA Email:
kcnova@jacksongov.org

Advocacy is important because
you are important.

"IN VIOLENCE WE FORGET WHO WE ARE."
- Mary McCarthy
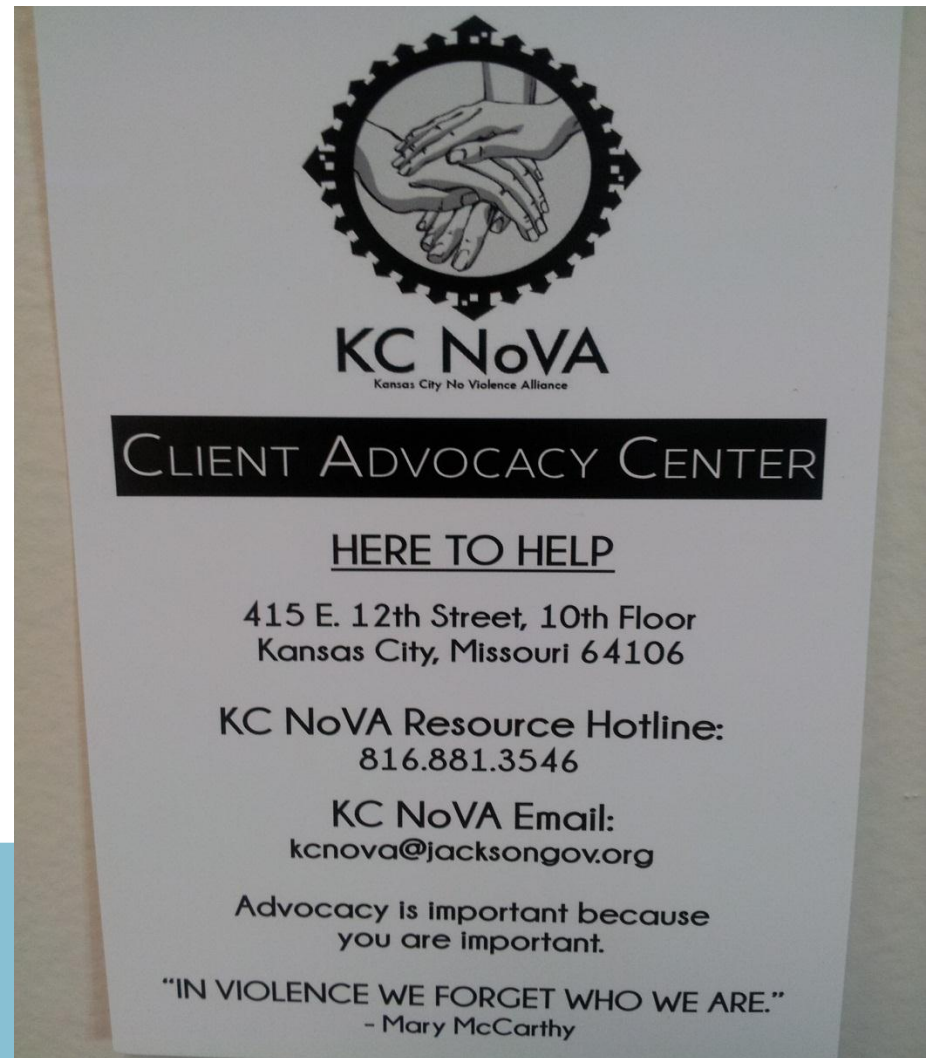
KCPD / P&P ACCOUNTABILITY

- **KCPD has assigned 1 Sergeant, 1 Detective, and a Civilian to concentrate full time on Probation and Parole issues.**

- **4900 persons in KCMO on Probation / Parole**

- **In the first 6 weeks of program over 100 Parole Absconders have been arrested.**

- **Creating accountability within KCPD to create "teeth" for the probation and parole offices in our jurisdiction.**

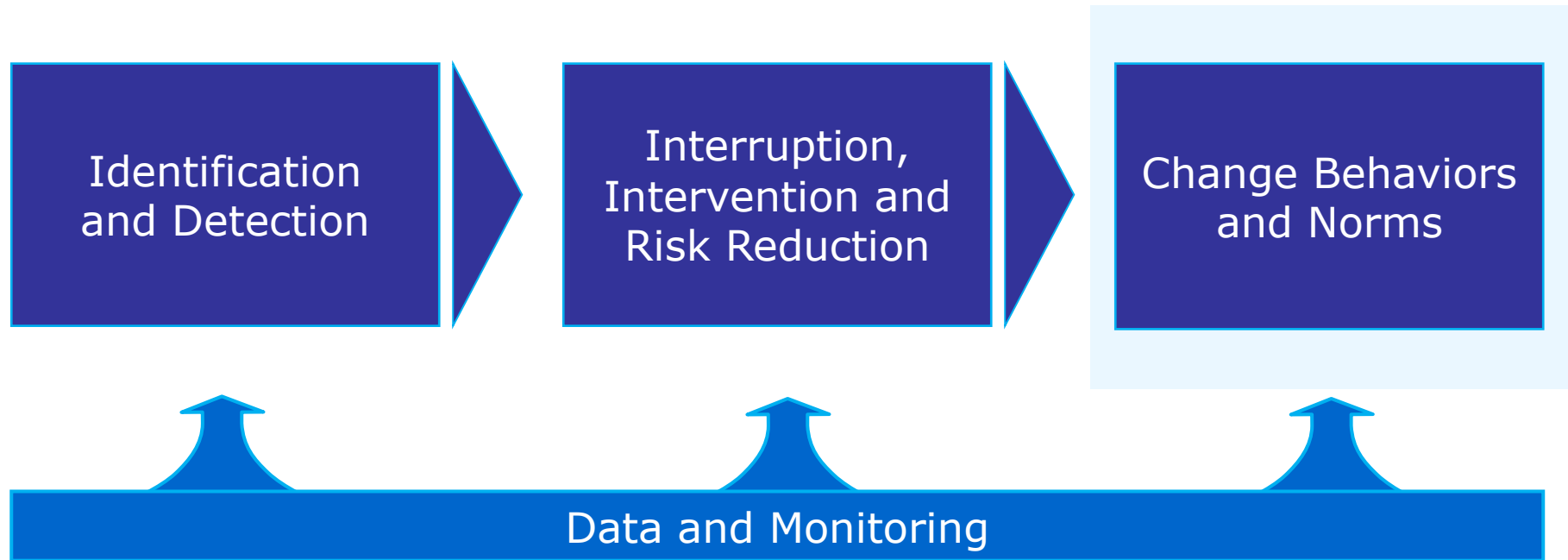- **Training and developing partnerships with younger patrol officers to create sustainability.**

ESTIMATED ANNUAL COST SAVINGS ASSUMING DIFFERENT LEVELS OF REDUCTION

	Murder	**Aggravated Assaults**
Reduction	Tangible	Tangible
10% reduction	$13,589,647	$6,782,302
20% reduction	$27,179,294	$13,564,605
30% reduction	$40,768,941	$20,346,908

Assumes average murder rate = 106; Aggravated Assault rate = 3,484

Source: KC NOVA

THE CURE VIOLENCE / AIM4PEACE MODEL TO STOP SHOOTINGS AND KILLINGS

Identification and Detection → Interruption, Intervention and Risk Reduction → Change Behaviors and Norms

Data and Monitoring

AIM4PEACE SECTORS
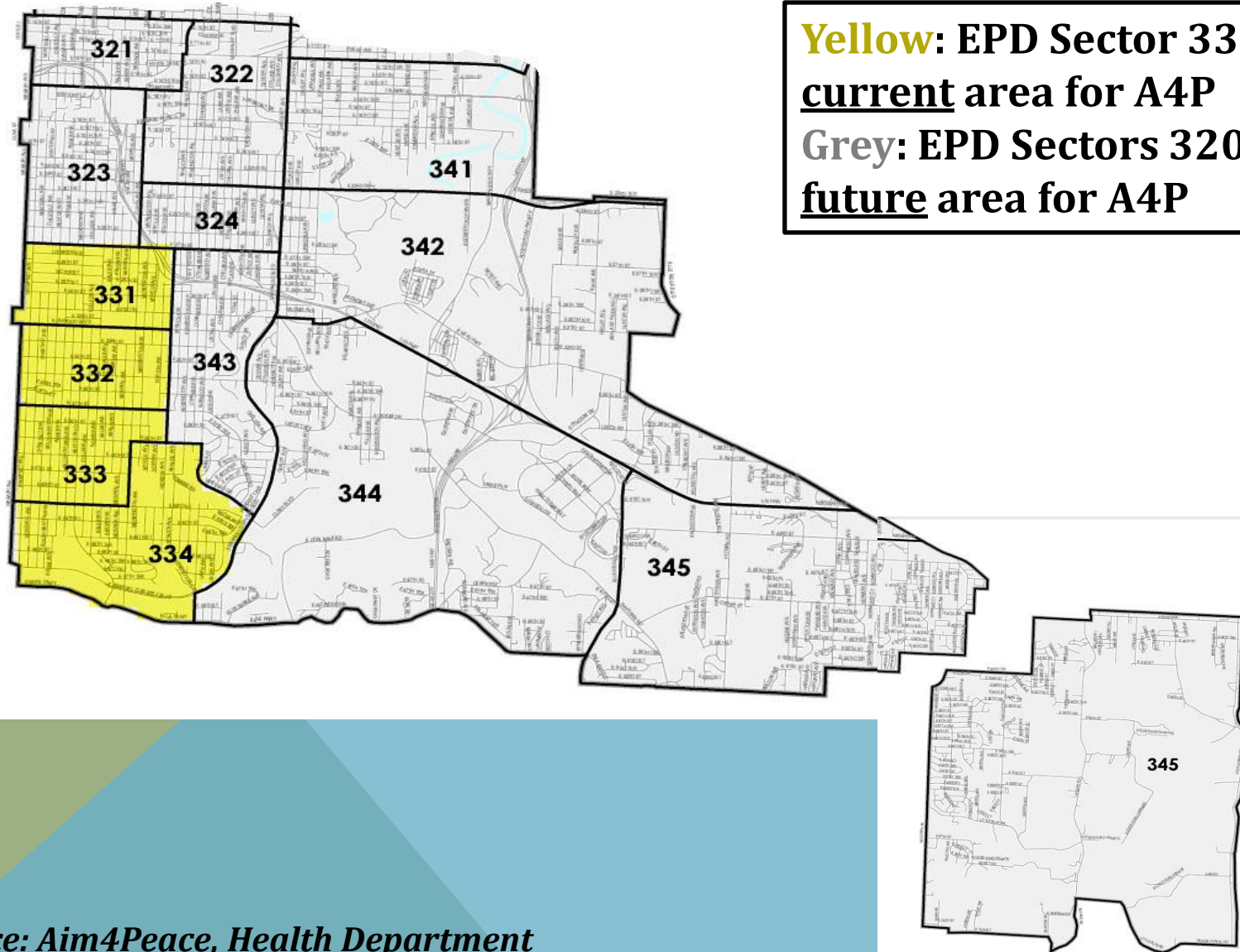
Yellow: EPD Sector 330 - <u>current</u> area for A4P
Grey: EPD Sectors 320 & 340 – <u>future</u> area for A4P

Source: Aim4Peace, Health Department

Provide alternatives to violence:
- **47 conflicts mediated**
- **34 dispute intakes (calls for service)**

Provide ongoing case management for mediation participants: target of 4 contacts per participant

Conflict Mediations by KCPD Sector	
Sector 110	1
Sector 140	1
Sector 210	1
Sector 320	7
Sector 330	31
Other	6

Source: Aim4Peace, Health Department

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AIM4PEACE IS NOT A SILVER BULLET...

We are focused on prevention of gun-related violence that is primarily related to arguments and retaliation in targeted areas of East Patrol, but we seek to expand to the entire Kansas and Missouri Region.

A4P Current Target Zone: Kansas City Police Sector 330
(Beat 324 is of keen interest. We monitor, without proper staffing level.)

Sector	Count of Homicides in Sector				2011-2012 Change		2012-2013 YTD Change	
	2010	2011	2012	2013 (1.1- 12.1)	#	%	#	%
331	0	4	3	2	-1	-25%	-1	-33%
332	6	3	7	1	4	133%	-6	-86%
333	0	5	2	0	-3	-60%	-2	-100%
334	8	3	4	3	1	33%	-1	-25%
Total	14	15	16	6	1	7%	-10	-63%
324	4	7	4	1	-3	-43%	-3	-75%

Source: Aim4Peace, Health Department

KCPD PROPOSED INDICATOR TARGETS FOR FY 14-15 BUDGET

Indicator	FY 12-13 Actuals	FY 13-14 Actuals	FY 14-15 Targets
Crimes against Persons	12,095	TBD	5% decrease from Actual FY 13-14
Crimes against Property	36,818	TBD	5% decrease from Actual FY 13-14
Crimes against Persons/Property committed by youth (under 25)	N/A	TBD	5% decrease from Actual FY 13-14
Median Response Time (Minutes) For Priority 10 Calls for Service	7.72	TBD	7.5
Traffic Enforcement Citations issued* *Red Light (RL) Cameras were suspended 11/6/2013	128,295 (KCPD only) (29,371 RL)	TBD	5% increase from Actual FY 13-14 less red light camera

PRIORITY

INDICATORS

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

1. **Response time for police calls**
2. **Citizen satisfaction with police services**

KCPD MEDIAN RESPONSE TIME (PRIORITY 10 CALLS)

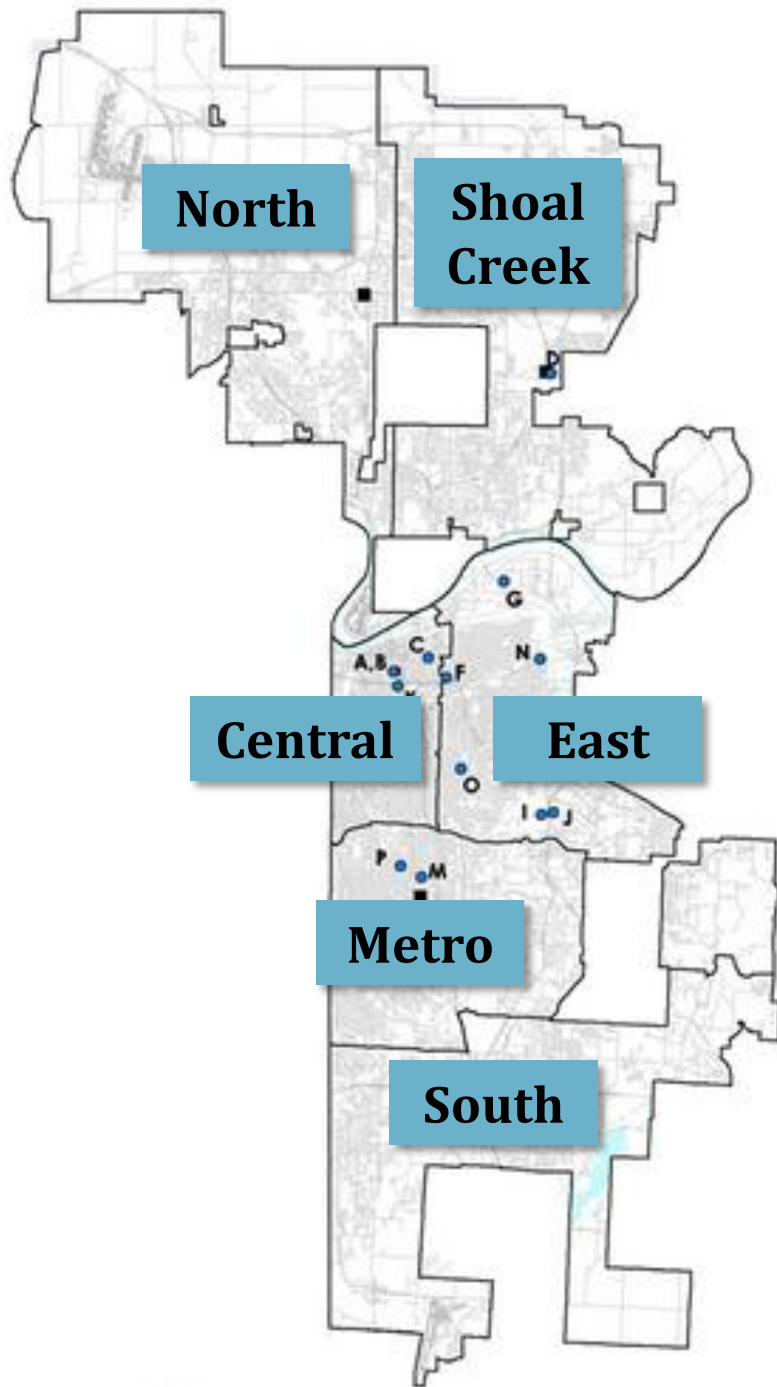**Watch Trend**

Priority 10 = Assist the Officer; extreme danger to human life; known danger to human life; potential danger to human life

Source: KCPD

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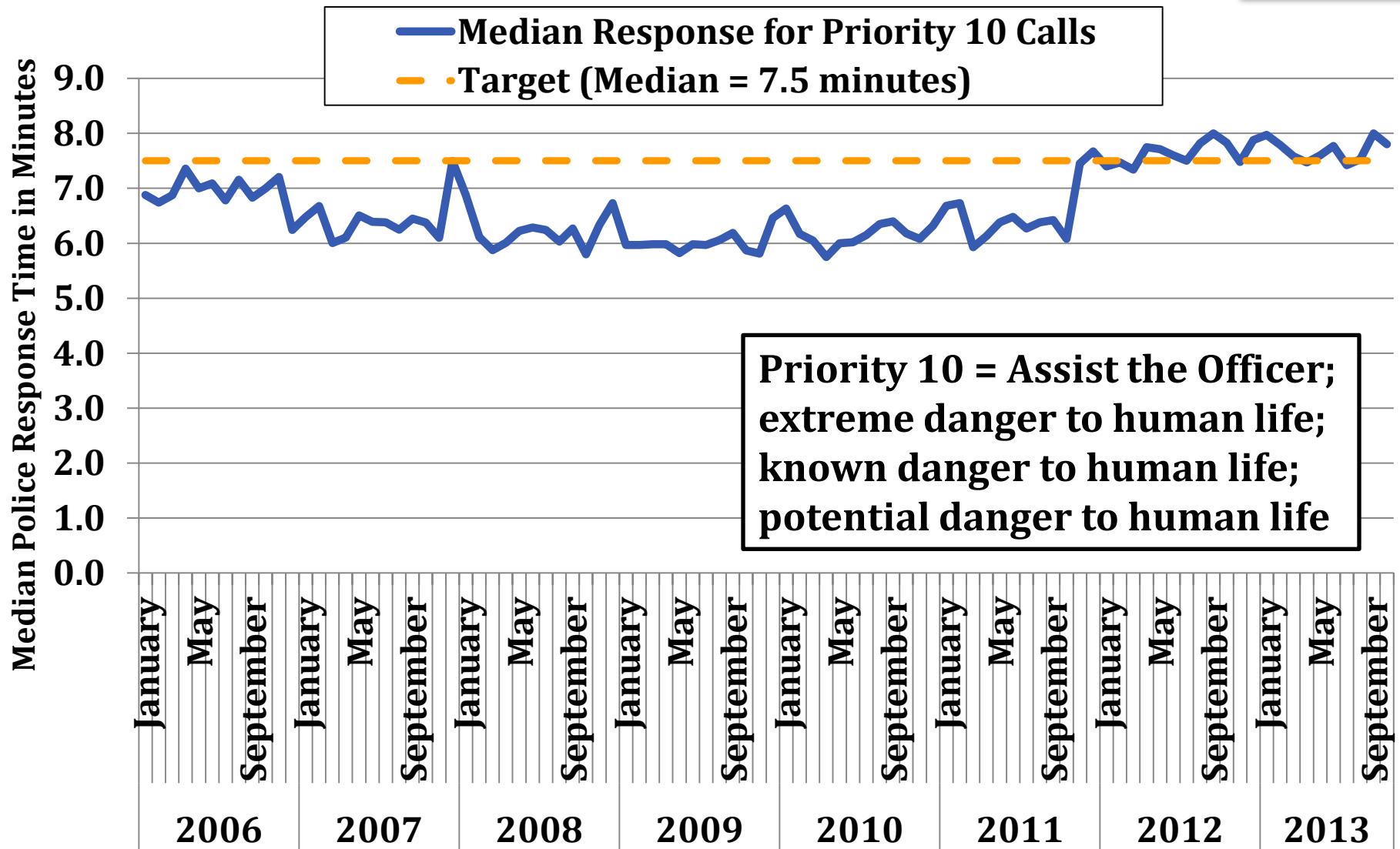
KCPD MEDIAN RESPONSE TIME BY PATROL (PRIORITY 10 CALLS)

Source: KCPD

North

Shoal Creek

Central

East

Metro

South
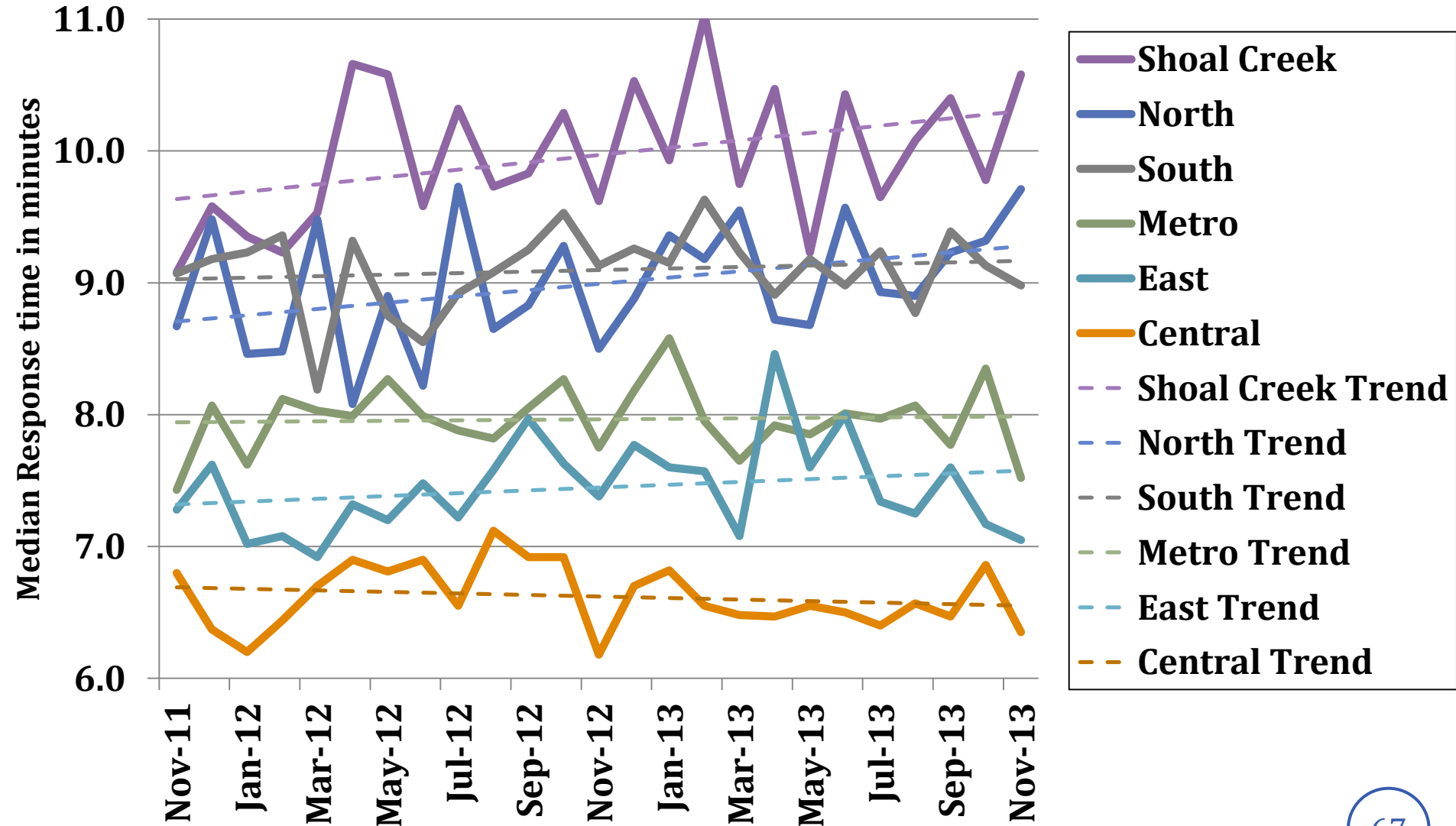
PATROL DIVISION BOUNDARIES

CITIZEN SATISFACTION WITH POLICE SERVICES

Response time saw a 6% decline in satisfaction from 2012 to 2013; all other questions saw no change

■ Satisfied/Very Satisfied ■ Neutral ■ Dissatisfied/Very Dissatisfied

Question	Satisfied/Very Satisfied	Neutral	Dissatisfied/Very Dissatisfied
Effectiveness of local police protection	62%	25%	13%
How quickly police respond to emergencies	52%	29%	19%
Enforcement of traffic laws	52%	31%	18%
Visibility of police in neighborhoods	48%	28%	24%
Parking enforcement	47%	39%	14%
City's efforts to prevent crime	41%	33%	26%

0%   20%   40%   60%   80%   100%

Source: Citizen Survey, FY2013

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CITIZEN EMPHASIS FOR POLICE SERVICES

What two areas would you like to see receive the most emphasis from the City over the next two years?

Question	Emphasis	Satisfaction	E-S Rank
Overall efforts to reduce crime	**45%**	**41%**	**1**
Visibility of police in neighborhoods	**39%**	**48%**	**2**
How quickly police respond to emergencies	**38%**	**52%**	**3**
Effectiveness of local police protection	**33%**	**62%**	**4**
Enforcement of local traffic laws	**9%**	**52%**	**5**
Parking enforcement services	**4%**	**47%**	**6**

Source: Citizen Survey, FY2013

SATISFACTION BY VICTIMS VS. NON-VICTIMS OF CRIME

13% of residents report being the victim of a crime, according to the survey

Legend:
- **Very Dissatisfied**
- **Dissatisfied**
- **Neutral**
- **Satisfied**
- **Very Satisfied**

Efforts to Prevent Crime — Victim (13%): Very Satisfied 4%, Satisfied 24%, Neutral 28%, Dissatisfied 27%, Very Dissatisfied 16%

Efforts to Prevent Crime — Non-Victim (87%): Very Satisfied 9%, Satisfied 34%, Neutral 34%, Dissatisfied 17%, Very Dissatisfied 6%

Police Emergency Response — Victim (13%): Very Satisfied 9%, Satisfied 29%, Neutral 31%, Dissatisfied 17%, Very Dissatisfied 14%

Police Emergency Response — Non-Victim (87%): Very Satisfied 14%, Satisfied 40%, Neutral 29%, Dissatisfied 11%, Very Dissatisfied 6%

Citizens who report being the victim of a crime are more likely to be dissatisfied and very dissatisfied with efforts to prevent crime and policy emergency response

Source: Citizen Survey, FY2013

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SATISFACTION WITH HOW QUICKLY POLICE RESPOND BY GEOGRAPHY

FY2012
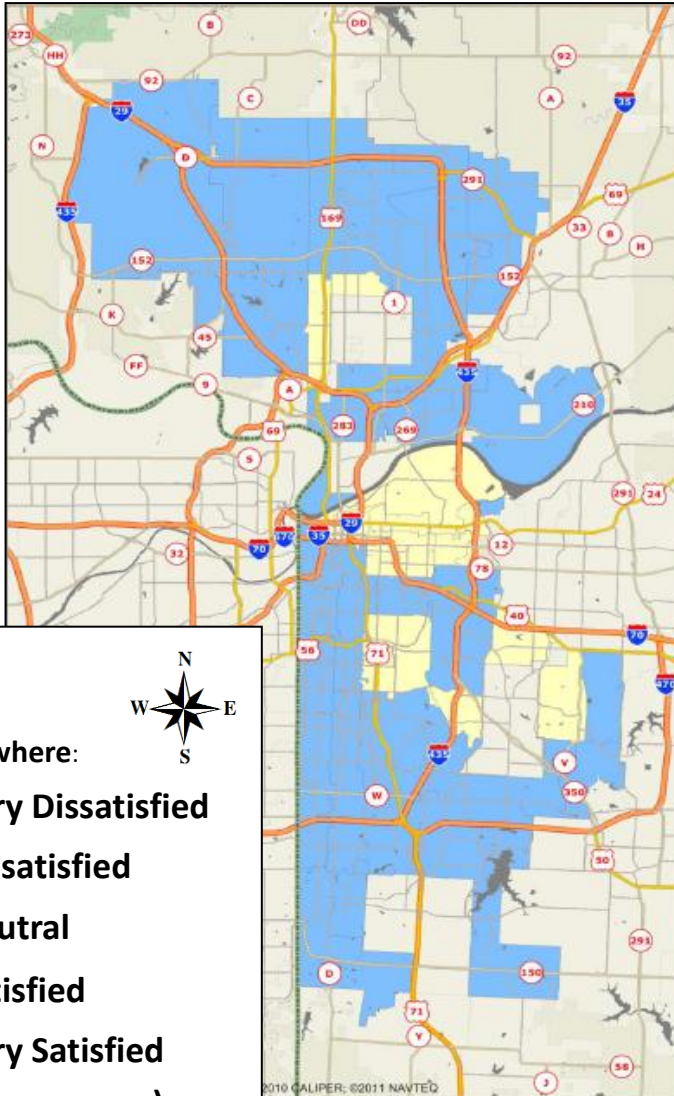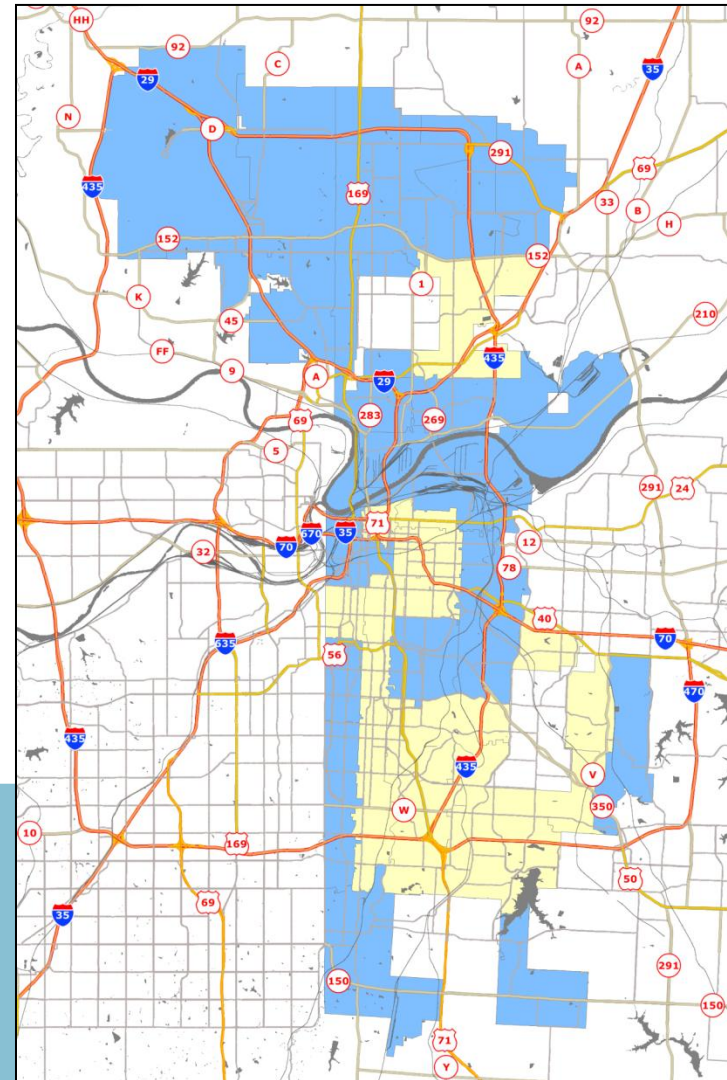
FY2013

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Source: ETC Institute, Citizen Survey, FY2012, FY2013

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SATISFACTION WITH VISIBILITY OF POLICE IN NEIGHBORHOODS BY GEOGRAPHY

FY2012
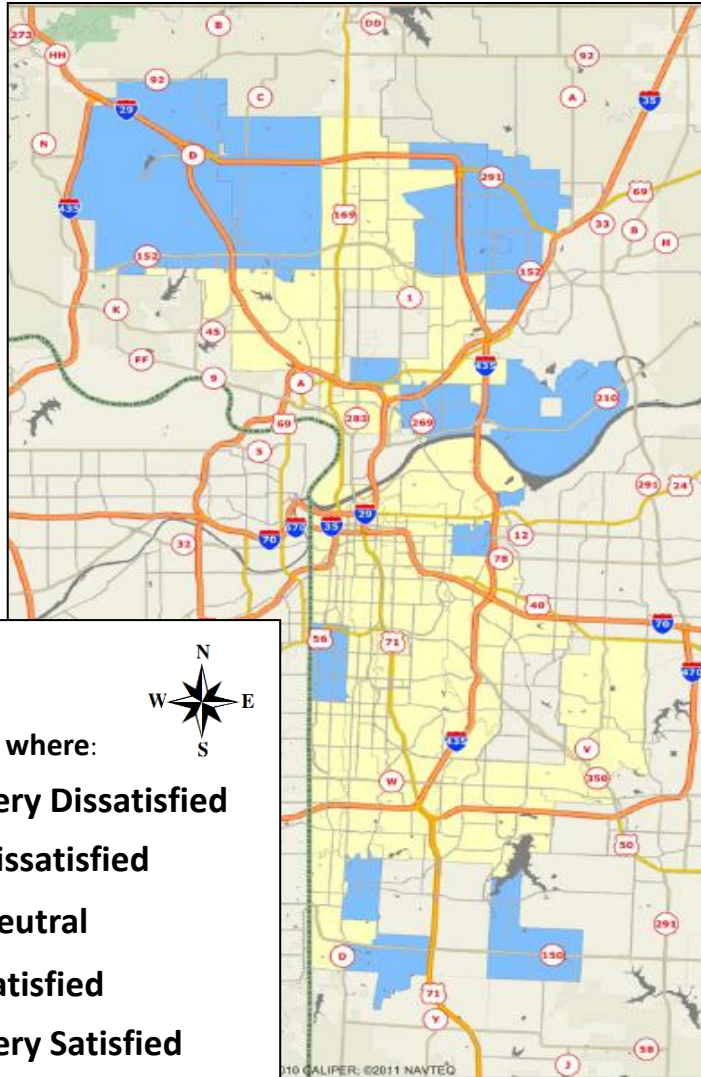
FY2013

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)
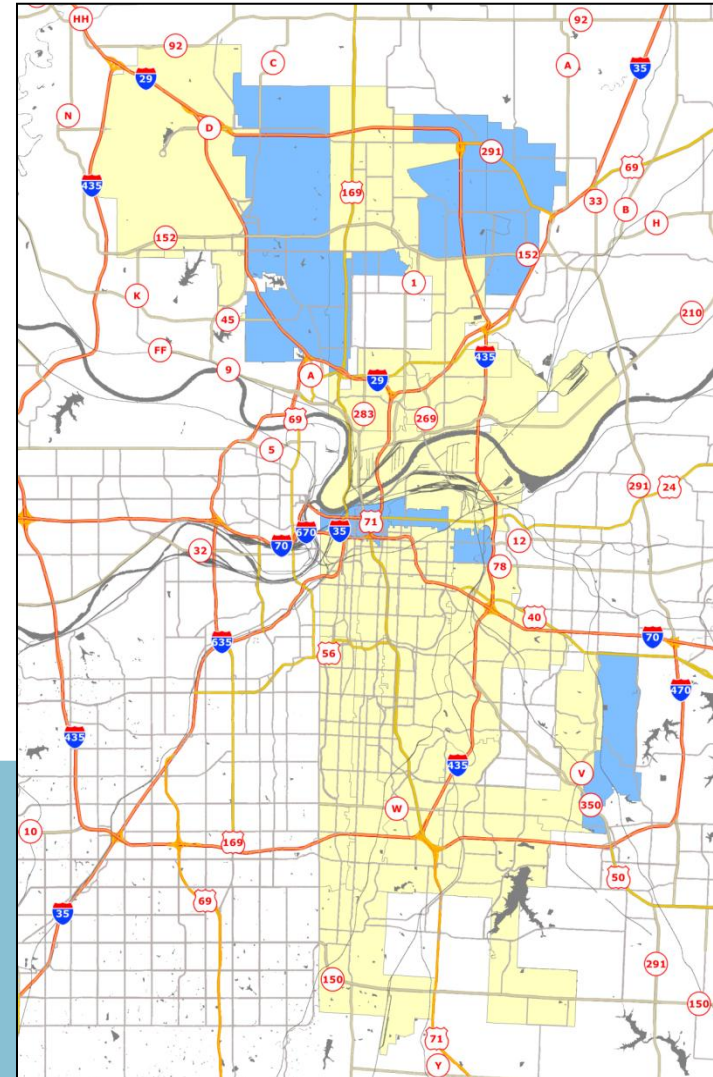
Source: ETC Institute, Citizen Survey, FY2012, FY2013

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OVERALL FEELING OF SAFETY IN THE CITY

By Council District
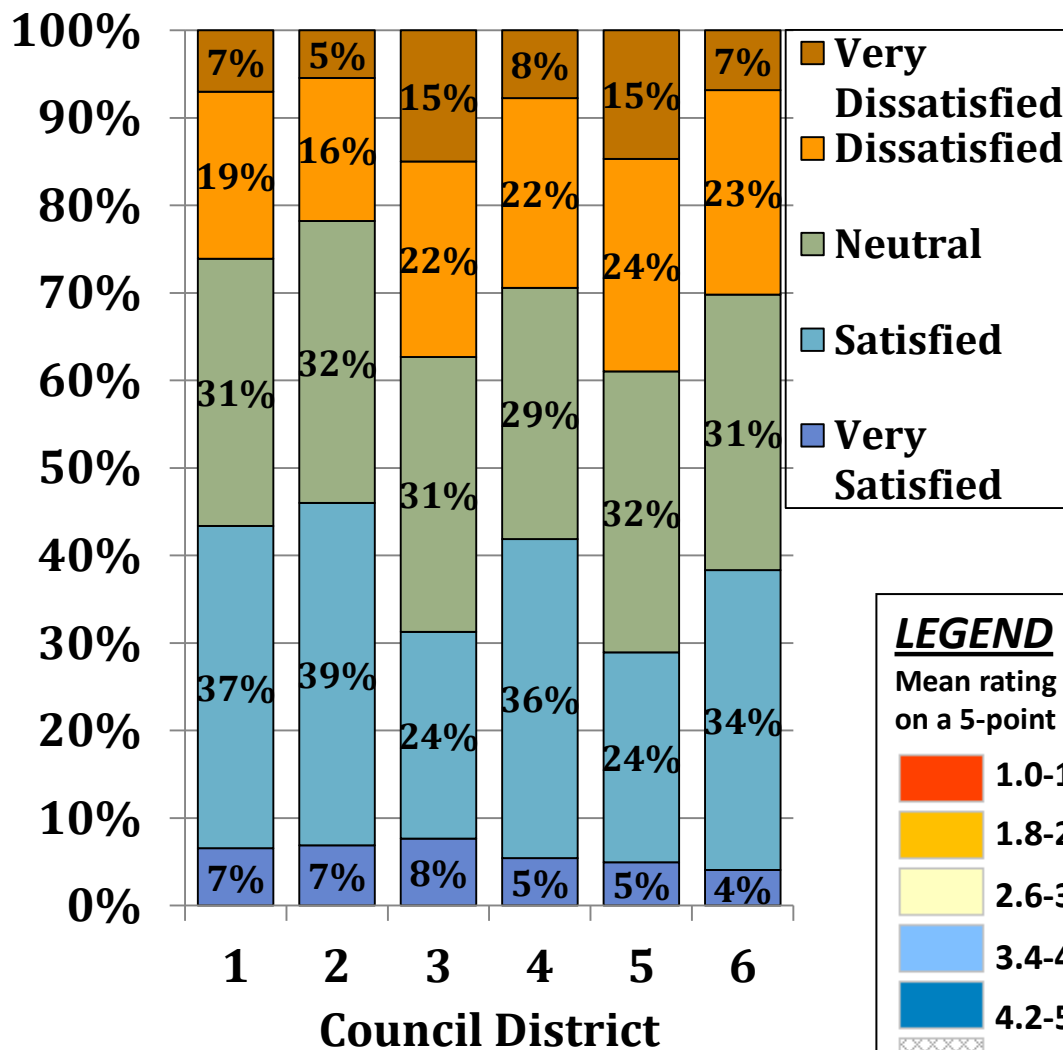
By Zip Code
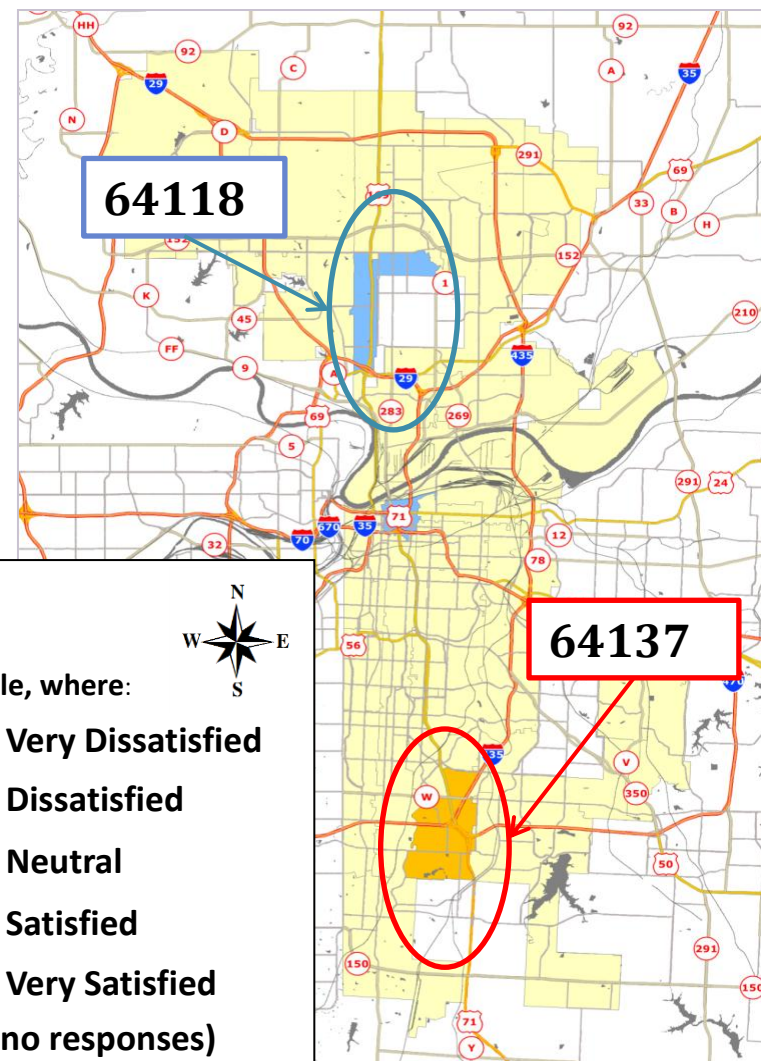
Source: ETC Institute, Citizen Survey, FY2013

HOW SAFE YOU FEEL IN YOUR NEIGHBORHOOD BY GEOGRAPHY

Source: ETC Institute, Citizen Survey, FY2013
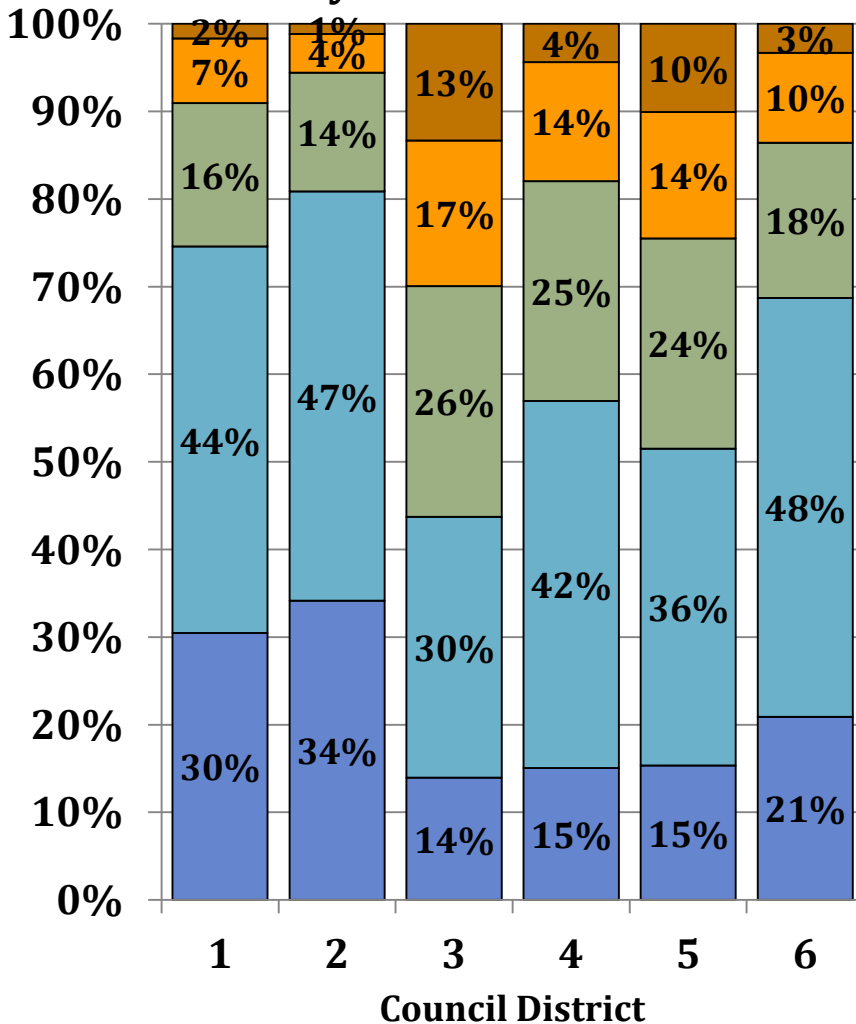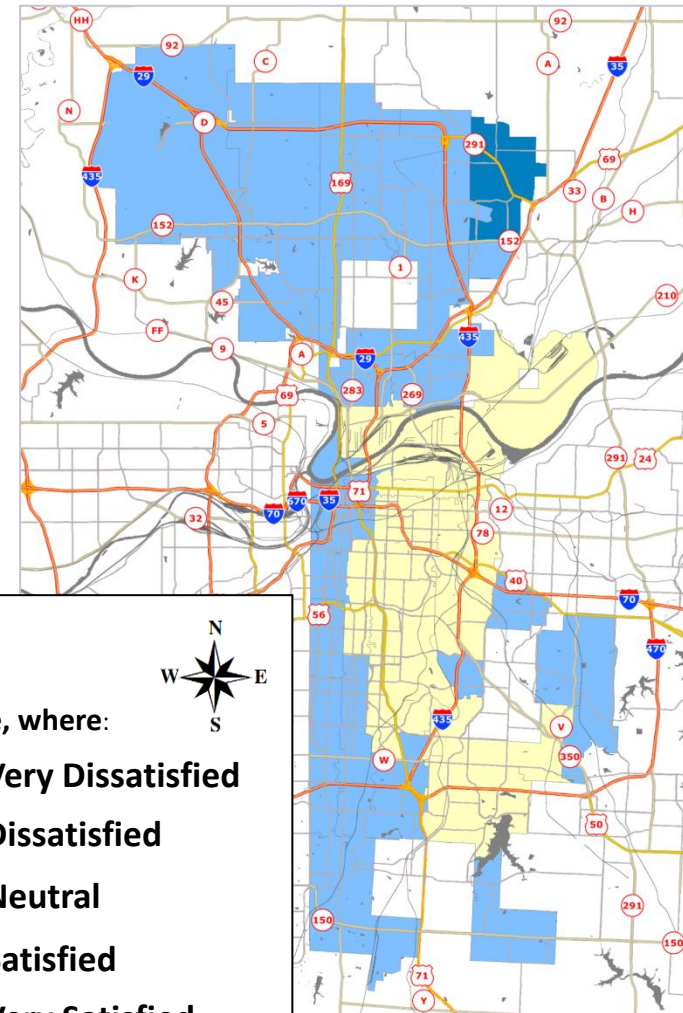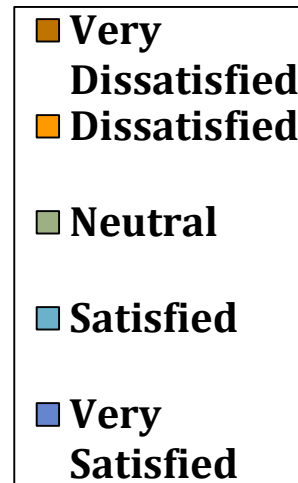
BENCHMARKING CITIZEN SATISFACTION WITH POLICE SERVICES

Source: ETC Institute

BENCHMARKING POLICE SERVICES - PEER CITY TRENDS

Overall quality of police services:	Denver	Fort Worth	OKC	Seattle	KCMO
Overall quality of police services	⬇ (down)	↔ (flat)	↔ (flat)	n/a	↔ (flat)
Overall efforts to prevent crime	↔ (flat)	↔ (flat)	n/a	n/a	↔ (flat)
Visibility of police in neighborhoods	n/a	⬆ (up)	⬇ (down)	n/a	↔ (flat)
How quickly police respond	n/a	⬆ (up)	n/a	↔ (flat)	⬇ (down)

Final Thoughts or Questions?